

Tom Burrell
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Technical Proficiencies:

- Veritas NetBackup Enterprise Edition
- StorageTek/Sun/Oracle and Dell tape libraries
- NetApp DataOnTap
- NetApp FAS devices
- Windows
- Avamar
- DataDomain
- CommVault
- Brocade and Cisco FC switch configuration

Experience:

Ameriprise Financial Services

Minneapolis, MN

Storage Operations Engineer

January 2019 to Present

- Maintain and expand backup systems (CommVault).
- Manage NetApp NAS and SAN storage.
- Provide data protection using SnapMirror, SnapVault and on-host snapshots.
- Provide guidance and leadership in managing storage and backup systems to other team members.
- Oversee work of outside vendors (support and upgrades)
- Develop DR Plans for supported systems
- Communicate with technical and business staff and leadership to schedule upgrades, address issues and coordinate maintenance work
- Work with backup vendor to configure and expand capabilities
- Track support tickets both internally and with vendors

ATR International (Abbott Labs)

St Paul, MN

Storage Administrator

July 2018 to December 2018

- Administer and monitor NetBackup backup system
- Manage NetApp NAS
- Administer Hitachi and Brocade SAN

CompuCom (Ameriprise Financial Services)

Minneapolis, MN

Storage Administrator III

November 2016 to July 2018

- Provide on-site managed services for storage and backup with a large financial services firm.
- Maintain and expand backup systems (Avamar, CommVault).
- Manage NetApp NAS and SAN storage.
- Provide data protection using SnapMirror, SnapVault and on-host snapshots.

- Provide guidance and leadership in managing backup systems to other team members.
- Installed and configured new CommVault system in US and India.

Thomson Reuters

Eagan, MN

Sr Storage Engineer

August 2013 to September 2016

- Determine appropriate technologies and processes for protecting data, drawing from a suite of corporate standard products and methods including NetBackup, Avamar, TSM and array-based snapshots/replication.
- Plan and oversee installation, expansion and refresh of all NetBackup environments including new hardware, networking configuration, policy configuration and data migration.
- Work with business units and legal department to plan appropriate data protection and retention policies.
- Led effort along with legal team to reduce tape storage costs by identifying unneeded data and inappropriate retention policies and arranging for secure destruction - costs reduced by over 35% in the first year and over 50% by the second year.
- Led a multi-team effort with storage support, server support, networking, legal, and business teams to improve backup performance by identifying and implementing improvements in network configuration and changes to backup policies and equipment.

Merrill Communications LLC

St Paul, MN

Various

November 1997 to August 2013

Served in several capacities including Help Desk, Desktop Support and Architecture, Server Administration and Design, and Storage Administration and Design for a document management services provider.

- Work as part of a team designing, implementing, and administering a shared storage environment including SAN, NAS, backup, and data replication services for over 2 PB of data at over 30 locations in the US, Europe, and Asia.
- Design storage and backup solutions to meet internal customer needs using new and existing technologies.
- Work as part of a team to design, implement and test Disaster Recovery solutions using a variety of storage technologies.
- Routinely present plans, designs, and problem resolution information to management.
- Maintain high-availability storage across multiple platforms including Windows, HP-UX, VMS, and Linux in a 24x7 environment.
- Provide enterprise data backup and recovery architecture, support, and administration for over 30 offices worldwide.
- Evaluate new storage and file-serving hardware and software technologies to determine suitability.
- Designed and implemented NetApp installations in the US, UK, and India.
- Provided on-site technical support for the company's first international office in London, England during its first month of operation.

Education:

St Mary's University

Minneapolis, MN

Bachelor of Science - Telecommunications Management