

PATRICK BENSON

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Tenacious IT professional focused on designing infrastructure and improving end-user productivity. Visit <http://www.PBenson.net> for more information.

SUMMARY OF QUALIFICATIONS

Prolific thinker who solves problems through proper analysis and an objective evaluation of possible solutions before implementing the best solution. Organized and disciplined, delivers completed projects in a timely manner; flexible and adaptable. Passionate learner and skeptical observer who requests evidence before accepting claims at face value, but addresses situations appropriately in order to maintain a successful environment. Gregarious team leader capable of directing large and small teams, as well as mentoring/training staff. Experienced Public Speaker and Presenter; excellent written communication skills; award winning blogger, and published author.

TECHNICAL SKILLS

CERTIFICATIONS: NetApp Certified Data Management Administrator (2012), ITIL Foundation Certified (2012), Red Hat Certified Technician (2004)

ACCREDITATIONS: VMware Sales Professional (2013), NetApp Accredited Systems Engineer Professional (2013), NetApp Accredited Sales Professional (2012), NetApp Accredited Sales Associate (2012)

PLATFORMS AND TOOLS

- VMware Infrastructure (2.x, 3.x, 4.x, 5, Lab Manager, vCenter, Site Recovery Manager, & other elements)
 - Enterprise Class Hardware Server Platforms (IBM, HP, Cisco UCS)
 - SAN/NAS Storage Administration (HDS, NetApp, Fibre Channel, iSCSI, NFS)
 - Network Infrastructure Operations (Cisco, Juniper, switches, routers, etc.)
 - Active Directory Design & Administration (2000, 2003, 2008, & prior to AD NT 4.0 domains)
 - Microsoft Exchange Design & Administration (2010, 2003, & 5.5 Enterprise Edition)
 - Design & Administration of common infrastructure technologies (DHCP, DNS, WINS, NTP, FTP, TFTP, SMTP, etc.)
 - Linux/UNIX Administration (Red Hat, Solaris, & other distros)
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PROFESSIONAL EXPERIENCE & WORK HISTORY

SENTINEL TECHNOLOGIES
SOLUTIONS ARCHITECT – Sales

DOWNERS GROVE, IL
2012 – Present

DATA CENTER PRE-SALES ENGINEER & CONSULTANT

- Generated over \$3 million in revenue.
- Responsible for establishing rapport with customers in order to solidify my role as a trusted advisor on data center infrastructure designs.
- Responsible for gathering from the customer details of existing environments, current goals and objectives for the business, and potential challenges and barriers that must be overcome in order to increase the profitability and success of the business.
- Design, price, and quote solutions for customers based upon needs and objectives.
- Present and explain quoted solutions to customers and address objections and concerns to close sales deals.

- Present at public events to inform customers on services and technical solutions, and to generate new opportunities for the sales team.
- Work with the operational engineers to evaluate, improve upon, quote, and implement professional services.
- Research, investigate, learn, and evaluate various technologies to identify potential new offerings as well as maintain technical skills and knowledge.
- Work with manufacturers and partners to identify product strengths and weaknesses.
- Produce documents, presentations, and media with which to promote products and services with.

**TRADING TECHNOLOGIES
SENIOR SYSTEMS ENGINEER – IT Infrastructure**

**CHICAGO, IL
2006 – 2012**

PROJECT MANAGEMENT & LEADERSHIP

- Established the scope of various projects, analyzed what tasks were required for successful implementation of new technologies, and assigned tasks to other teams; Tracked progress and gathered feedback on a routine basis to ensure that deadlines were met.
- Hosted training sessions on new technologies and professional development for co-workers, including members of senior management.
- Mentored co-workers and provided them with higher level support so that they could develop more advanced skills and promote their own careers further.
- Fostered high morale by arranging lunches and other fun activities so as to show appreciation for the work of others.

CLOUD SERVICES INTEGRATION

- Reduced cost and improved end-user productivity - researched, analyzed, and advised senior management on different cloud technology implementations.
- Worked on cloud-based storage providers with different levels of service, such as Nirvanix and Box.
- Designed a solution to connect Windows Azure cloud services systems to the private Active Directory using Azure Connect software.
- Investigated Single Sign-On solutions to centrally manage end-user credentials across cloud service providers.

VMWARE DESIGN & ADMINISTRATION

- Designed, built, and administered VMware Lab Manager environment; supported up to 4,000 virtual machines.
- Created a request for proposals and coordinated with storage providers to determine most cost effective platform solution while meeting all performance and feature requirements.
- Designed 9 separate Lab Manager environments under a single vCenter (vSphere 3.x) using HP c7000 blade chassis systems (3 total) and HP BL360 servers (40 total) to meet the needs of business units.
- Upgraded the Lab Manager environments from 2.5 to 4.0.
- Designed, built, and administered a VMware vSphere 3.x environment for the corporate infrastructure and oversaw the conversion of various physical systems to virtual systems; upgraded to vSphere 4.x.
- Designed and built VMware Site Recovery Manager solution to allow for seamless failover of the virtual infrastructure during a disaster recovery situation; trained Systems Administration team on operations and maintenance.

MICROSOFT TECHNOLOGIES – ACTIVE DIRECTORY, EXCHANGE

- Reduced the number of domain controllers needed from over 20 to 8 servers by upgrading the production Active Directory infrastructure to Windows 2008 R2.
- Designed various Active Directory environments based upon needs.

- Designed an Active Directory environment for a software testing environment that would isolate testing services from the corporate infrastructure; allowed corporate users access via corporate Active Directory.
- Used Exchange 2010 to design a redundant solution capable of failing over seamlessly between local servers; possessed ability to failover to remote sites via a manual process following a disaster.

ENTERPRISE CLASS STORAGE

- Collaborated and migrated a production environment from an HDS Thunder 9570 series SAN to an HDS AMS 1000 series SAN; implemented replication to a second AMS 1000 in disaster recovery facility.
- Designed layout of volumes and RAID groups based upon system needs and performance requirements.
- Designed and oversaw the migration process of all systems onto the new storage system without requiring server rebuilds or massive system administration work.
- Worked with NetApp engineers to design, build, and test a solution that uses two NetApp 6080 filers to provide 40K+ IOPS as needed to ensure storage performance did not inhibit product testing.
- Upgraded corporate infrastructure to use a pair of NetApp 3160 filers to reduce storage costs and improve systems performance for physical and virtual systems; replicated all data to another pair of NetApp 3160 filers located in the company's disaster recovery facility.

GENERAL INFRASTRUCTURE & ENVIRONMENT

- Designed and coordinated the build out of several datacenters for various projects and purposes.
- Gathered metrics and compiled data to properly size the environmental and power needs of facilities ranging from infrastructures used for client facing services, internal corporate infrastructures, testing environments, and disaster recovery facilities.
- Directed teams in building new facilities, migration, and decommissioning of facilities.
- Designed rack layouts and wiring schemes to promote clean and maintainable environments that reduce clutter and increase uptime.
- Researched, recommended, and purchased hardware platforms according to the current project's needs.
- Created documentation requests for proposals, design requirements and specifications, and operational manuals.
- Organized and executed projects using project management methodologies to eliminate risks and identify bottlenecks.

TRADING TECHNOLOGIES

CHICAGO,IL

SENIOR SYSTEMS ENGINEER – Engineering Test Environment

2005 – 2006

- Designed, built, and administered a VMware 2.x environment for the testing infrastructure with both ESX and Vmware Server platforms.
- Managed and maintained trading simulation environments for both alpha and beta testing purposes.
- Scripted and automated installation procedures using various languages and platforms as required by the situation.
- Administered and maintained an Active Directory environment designed for general software testing purposes.
- Oversaw change management and user requests for multiple environments.
- Designed hardware solutions in order to meet testing requirements for new software products preparing to ship.
- Routinely met with various software project stakeholders in order to quantify the scope of various projects, and to determine what resources would be needed to meet their testing needs.

- Administered and maintained the testing datacenter and a fully equipped testing lab that supported 60+ software testers.

TRADING TECHNOLOGIES

CHICAGO, IL

TECHNICIAN/NETWORK SUPERVISOR – TTNET

2003 – 2005

- Administered and maintained a high performance hosted application service for global electronic futures trading for clients of various sizes (from large backs to single person trading firms).
- Designed an Active Directory environment for a client facing environment that required unique user accounts for various trading firms; isolated clients, and distributed across nine locations globally.
- Administered, maintained, and provisioned new servers and networking equipment for four datacenters distributed across the United States and Europe.
- Maintained environmental and power conditions for those same datacenters; Responsible for the 24x7x365 monitoring of all datacenters to ensure client services never experienced downtime.
- Trained and mentored new employees on datacenter maintenance procedures, client service level agreements, and various troubleshooting best practices.
- Was on call 24x7x365 and responded to all escalated issues in a timely manner in order to ensure that clients were fully operational during trading hours.

TRADING TECHNOLOGIES

CHICAGO, IL

DIRECTOR OF INTERNAL SERVICES – IT Infrastructure

2002 – 2003

- Managed a five person team to maintain the corporate infrastructure for both servers and desktops for five offices globally.
- Planned and coordinated the relocation of the corporate headquarters and datacenter from Evanston, IL to an office located in Chicago's downtown area for 200+ users in less than six months; Completed the move in a single weekend to prevent downtime during normal business hours.
- Upgraded existing Exchange 5.5 email infrastructure to the Exchange 5.5 Enterprise class platform to both improve performance and to avoid database size restrictions in the standard product version.
- Reviewed and approved or forwarded purchase requests for new and replacement infrastructure and end-user equipment.

TRADING TECHNOLOGIES

CHICAGO, IL

TECHNICAL TEAM LEADER – IT Infrastructure

2000 – 2002

- Coordinated the efforts of a team of four technicians to deliver support services for end-users.
- Sorted and assigned end-user requests to technicians based upon the nature of the requests and the skill sets of the technicians.
- Provided top-tier end-user support as needed and mentored technicians to enable them to support such issues in the future.

TRADING TECHNOLOGIES

CHICAGO, IL

SYSTEM SUPPORT ADMINISTRATOR – IT Infrastructure

2000

- Maintained corporate datacenter for a rapidly growing infrastructure.
- Built and maintained servers for various applications as instructed to by various supervisors.
- Investigated and resolved errors as they appeared in a Windows NT 4.0 domain.
- Responsible for maintaining email, backups, and database services.

TRADING TECHNOLOGIES

CHICAGO, IL

ASSISTANT TO NETWORK ADMINISTRATOR – IT Infrastructure

1999 – 2000

- Provided end-user support for an NT 4.0 desktop environment.
- Organized and maintained the datacenter to ensure that there were no loose cables, fire hazards, or potential impediments to normal operations.
- Provisioned desktops, phones, and office equipment for new hires.

- Provided end-user support for all desktop hardware, phones, Windows NT 4.0 workstations,

EDUCATION

BACHELOR OF ARTS IN BEHAVIORAL SCIENCE NATIONAL LOUIS UNIVERSITY	2003 Chicago, IL
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HOBBIES/WRITTEN WORKS

TOASTMASTERS COMPETENT COMMUNICATOR	2012 – 2013
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HTTP://WWW.GNOMESTEW.COM , CONTRIBUTING BLOGGER	2008 – 2013
SILVER ENNIE WINNER – BEST BLOG	2010
SILVER ENNIE WINNER – BEST BLOG	2011

EUREKA: 501 ADVENTURE PLOTS , CONTRIBUTING AUTHOR	2010
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MASKS: 1,000 MEMORABLE NPCs , CONTRIBUTING AUTHOR	2011
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