

Summary

Ambitious Engineer with over 10 years of experience in technical support and system administration, having a passion for working with the latest technologies.

Competent in deploying SAN, server and virtual systems.

Strong interpersonal skills and technical acumen. Focus on details. Work well under pressure alone or in a team.

Other experiences include: networking (TCP/IP, NFS, iSCSI, etc.), storage (iSCSI, FC, DAS), software installation and delivery like CDS for thin clients and remote access to network shared software.

Courses and certifications

MCPS: Microsoft Certified Professional.

MS: Server Virtualization with Windows Server Hyper-V and System Center Specialist

Novell CLP 11 course (3101 and 3102) leading to NCLA 11 (on-going).

VCP5 Certification course VSphere: Install, Configure, Manage.

CTX-1259AI Citrix Presentation server 4.5: administration course

Experience

[April 2011 – July 2016] Enterprise Support Engineer

Dell, Ireland

- Support and assist customers when they have problems with their Equallogic and Compellent SAN systems.
- Solving issues with iSCSI systems, networking, virtualization (Hyper-V and VMware) and complex storage and cluster environments.
- Troubleshooting and resolving complex customer technical problems across datacenter-wide environments
- Collaborating with Senior Engineers, TAM and SME teams as appropriate to resolve customer issues maintaining complete ownership of issues from beginning to resolution
- Documenting problems, diagnostics, interactions, next steps, and solutions implementation and actions taken.

[June 2010 – April 2011] BCS (Business critical Systems) Response Engineer Hewlett-Packard, Ireland

- Support and assistance for HP Business Critical server systems (HP integrity and 9000 series servers).
- Solving OS related issues, specifically HP-UX, Linux and Windows server.
- Troubleshooting complex issues, working with seniors and partners to get the issue resolved in a timely manner.

[Jan 2009 – June 2010] ISS (Industry Standard Server) Response Engineer Hewlett-Packard, Ireland

- Assisting customers with ProLiant servers, MSA disk system or tape libraries.
- Using the resources available to find and implement solutions to problems, sending out replacement parts and booking engineers as needed.
- Assist installation engineers via phone when needed.

[2007 - 2008] Travelling

[2004 – 2006] Hostmaster/System administrator Det Akademiske Kvarter (Student organization) Bergen, Norway

- Assembling computers, performing upgrades, analyzing and fixed device conflicts.
- Make sure all PC's was working properly, while running Linux (Ubuntu/fedora), Windows and Mac OS-X.
- Servers were running Linux (Debian) Solaris and OpenBSD.
- Make sure all servers where working properly and running all services without interruption. (Full LAMP stack, exim, samba, ssh, LDAP, NFS, and several other services as/when needed.)

[2002 – 2006] Network Administrator Studentsamskipnaden i Bergen (Student welfare organization) Bergen, Norway

- Managing a large student network with about 1200 users connected.
- Make sure all users where able to connect their computer to the university network and to the VPN gateway for the internet connection, no matter what sort of OS was used.

Education

2001-2006 University of Bergen (Bergen, Norway)

Studying system design, programming, network and computer security, artificial intelligence and web development.

Languages: Norwegian and English

Experience

HP ProLiant
HP Integrity
HP 9000 series servers
HP Tape autoloader, library
HP Virtual Library
HP MSA Disk storage
Dell Poweredge
Dell Equallogic SAN
Dell Compellent SAN

Operating systems

Linux: Debian, Red Hat, SuSe, Ubuntu, CentOS.
Microsoft: windows server 2000, 2003, 2012, Hyper-V
VMware: ESXi 5.0 and newer
Active Directory, Microsoft Domain services, system center (SCCM, VMM).