LESLIE CHARLES

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Senior Cloud & Data Storage Engineer

Senior engineer with 12+ years of expertise at the forefront of computing, working on state-of-the-art Cloud, Hyperscale, and Storage Area Networking (SAN) systems and technologies. Proven ability to solve complex technical challenges, think outside the box, and understand how to leverage technology that meet virtually any emerging business need. Demonstrated track record working closely with Chief Architects, CEOs, CTOs and Product Managers from top storage companies around the world to help shape new products, set standards, devise best practices, and implement breakthrough solutions.

AREAS OF EXPERTISE

Cloud Computing & Architecture	**Datacenters & Clustered Servers**
Big Data / Storage Area Networks (SAN)	**Test Automation & Test Plan Development**
SaaS / IaaS / PaaS Concepts & Implementation	**OEM & Strategic Partner Relationship Management**
Virtualization / NAS / Windows Service (SMB3/SMB4)	**Software Engineering Background**
Disaster Recovery & Continuity Planning	**System Reliability & Performance Monitoring**
Enterprise Program & Project Management	**Software Development Lifecycle (SDLC)**

PROFESSIONAL EXPERIENCE

EMC CORPORATION—*Fortune 500 technology firm* — Seattle, WA

Senior Engineer, Cloud Infrastructure Group — 2008 – Present

- **Cloud Strategy & OEM Relationship Management**
  - Serve as key point of contact to multiple top storage and networking vendors (e.g. Emulex, HDS, Brocade, EMC, NetApp) helping design integrated product/service solutions, ensure operational reliability, and align product and service roadmaps with EMC's online service strategy.
  - Capture millions of dollars in savings via the strategic evaluation, acquisition, and development of cutting-edge new technologies—serving as an SME for how best to configure available technology to increase reliability, improve service offerings, and reduce capital and operational costs.
- **Service Engineering & Architecture**
  - Administered 350+ storage arrays that support top online properties like Ebay, Yahoo, PCWorld, Cars.com, and Huffington Post. Managed all system upgrades, array design and configuration decisions, and deployments in accordance with Global Foundation Service (GFS) standards.
  - Design/deploy disaster recovery solutions for mission-critical EMC websites and properties, using FCIP and other replication services across multiple datacenters, in multiple countries.
  - Reduced SAN configuration deployments over 68% by effective automation and scripting of array and client configurations, based on specific design parameters.
- **Product Research, Development & Evangelism**
  - Collaborate with top OEM partners in the design, architecture, and development of new hardware and software technologies, in addition to serving as a technical expert to internal EMC groups focused on Hyper-V, thin provisioning, storage architectural design, encryption, replication, client install automation, fiber channel, IB, capacity planning and migration.
  - Manage an $8+ million multi-vendor R&D lab focused on the validation/testing of current and future technologies in black box scenarios and against predefined use cases.
  - Reduced data outages by 54% in first year, 96% in second year, and 99.98% in third year through improvements to the architecture; achieved 100% availability in the service for 29 months straight.

PROFESSIONAL EXPERIENCE (CONT'D)

- Conduct architecting and standards design for EMC Shared Storage utility, with efforts projected to generate a 80% reduction in the number of SAN islands and an 43% projected improvement in capacity utilization; cost savings have already reached $15 million in the first 9 months.
- Lead the submittal of RFI (Request for Improvement) documentation to vendors and partners; have submitted over 250 RFIs to date, to different OEM partners, with adoption rates >87%.
- Invited to participate in exclusive SNIA (Storage Networking Industry Association) workgroups including IOTTA (input/output, traces, technology analysis), Cloud Storage, Storage Virtualization, Cloud Storage Management Interface, OASIS (Organization for the Advancement of Structured Information Standards) and Key Management Interoperability Protocol (KMIP).

PERKINS COIE—*Highly respected law firm, one of the top 100 in the U.S.* Seattle, WA

Business Compliance & Technology Evangelist 2003 – 2008

- Played lead role in the design of a new Seattle-based Datacenter including analysis/planning of server, storage, power and cooling capacity projections to support the firm's projected growth for the next five years. Additionally responsible for the relocation and migration of three arrays with about 30TB of data and critical server (about 80 servers) infrastructure, including mail, SQL and file services—shifting these resources to the new facility with an unprecedented <2 hour downtime.
- Responsible for business continuity planning that included data, exchange, and SQL replication for 20 offices throughout the world—spanning 6 Clarion arrays with more than 70TB of usable server storage (plus another 40TB of direct attached) and 100+ Windows servers in the main datacenter.
- Partnered with leading vendors (Microsoft, EMC, Cisco, Dell, Emulex, Commvault, HP, LSI) to break new ground in IT capability and troubleshoot incredibly challenging technical problems; this constant innovation led the company to become a recognized industry leader, whose systems were featured in numerous industry journals such as Computer World, Gartner Group, ESG and others.

PORTLAND ELECTRIC (Portland, OR) 1999 – 2003

Senior System Administrator

- Responsible for day-to-day operations of over 50 NT servers that provided the web farm for energy trading, in addition to development/execution of the organization's disaster recovery backup strategy. Led deployment of IIS, DHCP, DNS and WINS services to over 3,500 users. Shared responsibility for implementation of an HP clusters running NT 4e and IIS4. Prior experience with the company (1995-1999) includes roles as Network Administrator and Software Engineer & Network Administrator.

EDUCATIONAL CREDENTIALS

B.A. Degree Program, Computer Science & Mathematics, Stanford University, Palo Alto, CA 1994

- *Received full scholarship based on academic achievement*
- *Designed and developed an Object-Oriented Language as a senior thesis*
- *Worked on development of a new space mapping technology in a program involving students and faculty from Stanford, Harvard University, MIT and Carnegie Mellon*

TOOLS & TECHNOLOGIES

Operating Systems: Microsoft Server & Microsoft Desktop products, Windows (3.x, 95/98, Windows 2000, Windows Vista, Windows 7, Windows 8); Cloud & SaaS Applications; Security & Encryption Products

Software Products: Enterprise Software, Consumer Software, Developer Toolkits, Service Packs, Device Drivers, Search Engines

Hardware & Peripheral Products: Protocol Analyzers, Datacenter & Storage Systems, Tablets, Laptops, Mobile Devices, Keyboards, Mouse, Video Cameras & Headsets