

BRYAN CHAIN

1613 Juniper Street
Norristown, PA 19401
(610)547-8875

bryan.chain.jr@gmail.com

EDUCATION

Pennsylvania State University

Malvern, PA

Master of Business Administration, May 2012

- Professional on-campus cohort, completed while working full-time

Drexel University

Philadelphia, PA

Bachelor of Science, Computer Engineering, May 2005

- Included three six-month co-op working periods
- Minor in Philosophy

SKILLS

- Well written and educated engineer with a strong leadership background
- Enterprise storage architecture and administration background across many different vendors/platforms with expert level experience on most NetApp and IBM storage platforms
- Software defined storage experience with commodity hardware running Linux and GlusterFS
- Storage Area Network (SAN) design and implementation experience specializing in Fibre Channel and including IP based storage protocols such as NFS, CIFS and iSCSI
- Backup systems design and administration including TSM, CommVault, Veeam, and Asigra
- Business continuity and disaster recovery expertise
- Over 15 years of professional systems administration proficient in administration of Linux (Red Hat, Ubuntu, Arch, Debian), Windows, AIX
- Well rounded experience with numerous database platforms, programming/scripting languages, enterprise tools and monitoring platforms
- Experienced in highly regulated environments with strict security, compliance, and audit requirements

PROFESSIONAL EXPERIENCE

TierPoint

Valley Forge, PA

Manager, IT Services – Storage & Backup

May 2014–Present

In this role I am responsible for managing the Storage & Backup team for the north-east region of the TierPoint footprint as well as the support, architecture and implementation of storage & backup solutions as they relate to customer service delivery. This is an extremely high-stress and fast-paced customer facing role. In my day to day I am still highly technical while also responsible for the managerial aspects of my role including budgeting, employee performance management and conflict resolution.

I have an active role in the design and engineering of new product offerings as well as the support of existing infrastructure. I must ensure the reliability, stability, and performance of the back-end storage and backup infrastructure which supports our managed services client footprint. This includes product lifecycle planning, monitoring, automation, and essentially all other aspects of a storage engineering role.

PJM Interconnection

Sr. Enterprise Storage Engineer

Valley Forge, PA

Sept 2006–May 2014

My primary role was in the architecture, implementation and administration of PJM's enterprise storage infrastructure. I was the primary/lead storage architect and lead a team of engineers who were stakeholders in the storage infrastructure in the planning of the architecture over time.

The environment included a large fibre-channel backbone using Brocade DCX director class switches which spanned multiple datacenters. Storage was tiered into several service levels from the highest possible performance/availability down to dev/test environments. Storage platforms in use were diverse from IBM DS8800 down to small entry-level NetApp arrays.

Within the scope of this role I was also responsible for making sure the environment was secure and compliance with NERC-CIP standards. Early in my role I was also responsible for the BCP/disaster recovery management via IBM Tivoli Storage Manager and a robust backup/archive system.

SunGard Availability Services

Mid-Range Storage Administrator II

Philadelphia, PA

May 2003–Sept 2006

This position began immediately after completing my undergraduate degree as I had completed two of my co-op cycles at SunGard and transitioned directly into employment out of college. I started out as an entry level TSM administrator and expanded my role to include many storage technologies. My primary day to day was in the management and maintenance of the customer facing managed backup services which included design and implementation of new accounts as well as problem solving and resolution of customer issues.

WellPlayed Productions

Senior Software Developer/Systems Administrator

Park City, UT

Mar 2011–May 2012

I participated in working at this eSports startup at night and in my free time while also working at PJM. In this role I was a member of a very small team who was building a platform for the production and promotion of competitive gaming events. I was in charge of our cloud-based web server stack and also highly involved in the software development of the site itself. The web stack utilized varnish/nginx in front of a traditional LAMP stack. It was automatically scalable for bursts in traffic using RackSpace API's, leveraged a centralized CDN for serving static content and had a highly available clustered database backend. The entire design was based around having very little finances for infrastructure so it had to perform extremely well on a very tiny budget.

On the software development side the initial code was written in PHP with the CodeIgniter MVC framework but was later re-written in Ruby. I also wrote a lot of frontend UI components using JS/HTML/CS. All development was done as a member of a development team using SVN and later Git for version control.