
DAVE KORNS

IT Professional

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SUMMARY

Technical professional enabling IT organizations to realize the value of automation in infrastructure provisioning and DevOps processes. Recent focus has been on storage and hypervisor automation but has a long background in networking and IT management software. Consulting on management and automation tools ranges from design to knowledge-transfer but seeks and enjoys hands-on scripting, workflow, and reporting development projects. Strong decision making skills and ability to plan and execute initiatives. Experienced in needs discovery, solution design, and translating business requirements and practices into Service Catalogs via scripting, APIs and orchestration tools. A history of working with IT service architects, storage/compute/network admins, and CIO's as well as sales and consulting partners.

TECHNICAL SUMMARY

Automation:

Platforms: NetApp WFA, VMware vRealize (Orchestrator), Microsoft Service Manager (integration)

Languages: PowerShell, SQL, Perl, Python (to lesser extent: Java and JavaScript)

APIs: NetApp PSTK, NMSDK, VMware: PowerCLI, RESTful for cross-platform, MSft: AD, DFS, ACL

Hypervisors: VMware: Fusion (macOS), vSphere6/ESXi6, Workstation, **Cloud:** some Amazon AWS

Mgmt/Ops Tools: OnCommand Unified Manager, System Manager, Performance Manager

Storage: File/Block: NFS, CIFS, iSCSI, FC[oE]; **OpSys's:** ONTAP [7m, Clustered, Cloud], SANtricity

Networking: LAN / WAN, TCP/IP, DNS, DHCP, GbE, 10GbE, HA design, LACP, 802.1AX (aloosynho)

Operating Systems: macOS, Linux (RedHat, Centos), Windows Server 2012 (aloosynho)

Desktop Tools: MS Office Suite (Word, Excel, PowerPoint), Photoshop, Mobirise (across Mac & PC)

WORK EXPERIENCE AND ACCOMPLISHMENTS

NetApp, TSP, PBS – Storage Management and Automation Consulting

Systems Engineer and Professional Services Consultant - Austin, 2005 – May 2017

Account engagements and relationships have included: *Southwest Airlines, Verizon, ExxonMobil, Disney, Southwest Energy, LDS Church, USAA, Capital One, Electronic Arts, American Greetings, Nielsen, Sentara Healthcare, Capitol One, Touro Health, Freescale Semiconductor, and Oracle*. **Key accomplishments:**

- Specializing in *Storage Service Automation* (WFA, Perl, PowerShell, Python) including design, development, integration and testing of workflows for data provisioning, protection, migration and end-user self-service. Integrated with orchestration tools including VMware Realize vRO/vRA and Microsoft SCSM.
- Gained approval for first ever community submission into the automation-store for a widely used WFA package to import Excel tables into automation tool framework to allow building business-policy aware workflows.
- Served 2 years as Clustered ONTAP early-adaptor Consultant providing planning, implementing, disaster recovery and knowledge-transfer consulting to NetApp's early Clustered ONTAP customers.
- Enhanced and shared a set of Perl, bash and html scripts for NetApp AutoSupport (phone-home) inventory, configuration and fault detection. Developed for a NetApp client but reused in multiple accounts.
- Maintain automation dev lab running ONTAP, OnCommand UM/PM/WFA, Linux/Windows, AD/DNS, vSphere vCenter, vRealize Orchestrator, and Virtual Storage Console on ESX6 and macOS Fusion.

Prior to joining NetApp served as central Texas pre/post-sales *Systems Engineer* for NetApp products at *Pinnacle Business Systems (PBS: 2005-'06, www.pbsnow.com)* providing pre-sales discovery, solution architecture, and post-sales consulting. After leaving NetApp in 2016, served with TSP's Shared Solutions Strategic Services Team as their first storage automation consultant assigned to NetApp accounts (*TSP: 2016-present, www.mytsp.net*)

VIEO, Inc. – Application Infrastructure Management Appliance Startup

Corporate Sales Engineer - Austin, 2003 – 2005

Served as Corporate Sales Engineer at the Austin based startup VIEO supporting corporate sales and marketing functions. VIEO designed and built a hardware appliance-based dynamic provisioning solution for 3-tier web application infrastructures (based on integrated L2/L3 switch with tunable QoS, Apache/ISS, Web Logic, J2EE, ASP, COM+, WMI, and Moonlight a predecessor to Chef / Puppet like toolsets). Responsibilities included technical presentations, corporate demo environment and demo narrative script, consultant technical briefings, and training (developed and delivered 1-week course with labs). Clients and partners included *Morris Technologies, Cyrus One, Boy Scouts of America, and Smith & Associates*. **Key accomplishments:**

- Managed the product install and Proof of Concepts testing at our key European partner, Morris Technologies, which resulted in a successful evaluation, resale agreement, and a \$250k stocking order.
- Managed the product evaluation effort by InfoWorld magazine staff that resulted in a positive article and VIEO winning the *Best System Mgmt Solution of 2003* in their annual awards issue (ref: <http://bit.ly/1kadkxh>).

SAN Valley Systems – Fibre Channel SAN over IP Appliance Startup

Sales Engineer - Austin, 2001 - 2002

SAN Valley was a startup pioneering an ASIC-based Fibre Channel over IP (FCIP) storage networking gateway appliance. Responsible for technical sales and support activities in central US during the company's beta development stage up through the initial revenue shipment. Major clients included: *Compaq, Dell, LSI Logic, StorNet, Datalink, ABN AMRO, MCI/WorldCom, Carolina First National Bank*. **Key accomplishments:**

- Won the first FCIP product qualification with Compaq's Data Replication Manager (DRM) product where was responsible for the customer relationship with Compaq's POC lab, test plans, bug and objection handling.
- Every install of the SL1000 in the territory was a technical success. The company's first OEM sale was based on the successful Compaq product qualification effort and later represented 90% of company revenues.

NaviSite, Inc. a CMGi Company – Managed Internet Hosting Provider Startup (aka: Cloud Provider)

Sales Engineer - Austin, 1999 – 2001

Served as the sole technical member of the Austin sales office responsible for sales activities throughout the central US (www.navisite.com). Conducted staff training, client presentations, and 3-tier data center infrastructure designs including Internet content distribution and caching (Akamai), L2/L3/L4 routing, firewall, VPN (Cisco), clustered web/app/DB servers (MS and Veritas), NAS/SAN (NetApp, Sun, Dell), Servers (Sun, Dell, Compaq) and application support services. Major clients: *QuickArrow, Texas Instruments, Compaq, Arco, Staffmark, and OneNet*. **Key accomplishments:**

- Served key technical role in closing two multi-year contracts worth \$3m within 2 months of office opening
- Established NaviSite's technical credibility in dealings with clients and partners in the territory

Digital Equipment Corporation, and Compaq Computer Corporation

Systems Engineer, Consultant, Project Manager – Austin - 1976 - 1999

Developed my IT credentials over a rewarding 23-year career with Digital Equipment Corporation and Compaq after the 1997 acquisition. Gained experience serving in roles including: *Software Specialist* providing programming and support for territory accounts; pre/post sales Systems Engineer and Consultant in the Networking and UNIX Business units; and technical project and group manager in corporate Service Engineering for network performance monitoring and design tools. Served in field offices (Columbus and Austin), Regional offices (Chicago covering the Central US), and Headquarters (Boston). Major clients: *Ohio Bell, Dow Chemical, Caterpillar, General Motors, Ford, Motorola, Austin Diagnostic Clinic, State of Texas, University of Texas, Texas A&M, VIA Metro, Capitol Metro*.

Partners and resellers: *Pioneer, Wyle, Avnet, Anixter and Sierra Technologies*. **Key accomplishments:**

- Grew the south Texas & Louisiana territory Network Product Business Unit from \$4m to \$14m over a 4-year period as the territory Systems Engineer (1993-'97). Responsible for technical support and roll out for new technologies: Ethernet, Ethernet/FDDI switching, FDDI, ATM, TCP/IP, X.25, SNMP, RMON, and NetView.
- Instrumental in win with State of Texas Comptroller on an RFI for an integrated data/voice statewide network. This relationship lead to our subsequent RFP win (1991-'92) for a metropolitan FDDI over dark-fiber network spanning from the Capitol complex to the State building campus 5 miles north at 45th & Lamar.
- Successfully created and managed the Software Engineering team that designed and produced VAX/NSS WAN Monitoring tool and LTM-Reports, a graphical LAN performance monitor (an SNMP RMON predecessor built with C, RMS, and LANbridge 100 hardware with interfaces to DEC/Oracle/RDB relational database.
- Achieved Tru64 UNIX & TruCluster Certifications in 1997 and delivered customer pre-sales and consulting in UNIX, clustering, UNIX/NT Integration (NFS, CIFS, COM+, NAS) and early UNIX Fibre Channel SANs
- Digital Sales-100 and Services Excellence award winner: 1980, 1989, 1991, 1992, 1993, 1997, 1998

INTERESTS AND HOBBIES

- Old English Sheepdogs, Aviation, home video networking, web site development

CERTIFICATIONS / EDUCATION

- NetApp: NCDA cDOT (ONTP-9) since 2013, NCDA 7-Mode since 2005 NCIE-SAN since 2013, ASE3 since 2016, NCSIE since 2016
- ITIL: V3 Foundations Certification since 2013
- Previous certifications include: *SNIA SCP – Storage Networking Industry Association Certified Professional (2005); IBM SNS IBM Storage Networking Solutions (2006); Digital ASE Tru64 UNIX (1997)*
- Wright State University (Dayton, OH) – 2 years course work in Computer Science
- Franklin Pierce College (Nashua, NH) – 4 years evening course work in Business Administration

