

DANIEL "DANNY" GARCIA

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PROFESSIONAL SUMMARY

Infrastructure and cloud operations engineer with 20+ years of experience supporting enterprise systems, storage, networking, virtualization, backup, and security platforms. Currently working in Azure operations, applying a background in change management, disaster recovery, compliance, and operational excellence to cloud administration and cost optimization. Experienced in financial, healthcare, and insurance environments, including PCI and SOX audit support. Holds Microsoft Azure Administrator, AWS Cloud Practitioner, CompTIA Security+, and ISC2 Certified in Cybersecurity certifications.

TECHNICAL AREAS

Cloud: Microsoft Azure, AWS (fundamentals)

Infrastructure: Windows, Linux, VMware Virtualization

Storage and Backup: NetApp ONTAP, SnapCenter, SAN (Cisco MDS, Brocade), IBM Storage Protect, IBM SAN/block Storage, Symantec NetBackup, Business Continuity, Disaster Recovery

Security: Identity and Access Management, Vulnerability and Patch Management, Compliance (PCI, SOX)

PROFESSIONAL EXPERIENCE

Artech LLC (contracted to Kyndryl Holdings Inc) | Remote | Nov 2018 – Present

Infrastructure Operations Engineer | Sep 2026 – Present

Summary: Following the Azure migration, moved to Infrastructure Operations, gaining hands-on production Azure cloud administration experience.

- Supported cloud cost-reduction efforts by auditing user home directories and profiles and removing data left behind by terminated users, reducing storage consumption and retained-data risk.
- Processed ServiceNow change requests to decommission unused Azure resources, including virtual machines, orphaned managed disks, network interfaces, and storage accounts, after validating inactivity and confirming no dependencies.

Storage & Backup Engineer | Nov 2018 – Sep 2026

Summary: Managed NetApp storage (10 PB, two 8-node clusters) and an IBM Storage Protect backup and archive environment (75 AIX servers, 3.5 PB) supporting business-critical financial data services. All work was tracked in ServiceNow and approved through formal change management.

- Executed a zero-downtime migration of external key managers from IBM GKLM to Thales CipherTrust, covering roughly 5,000 NetApp Volume Encryption volumes, in partnership with the security team and application owners.
- Diagnosed recurring host storage visibility problems and storage loss during node failovers by manually reviewing Cisco MDS zoning, then designed a best-practice SAN zoning redesign, presented it for management approval, and implemented it, eliminating host storage loss during planned and unplanned failovers.
- Reduced storage provisioning time by 75% by building an Excel-based intake form that tracked requests and generated ready-to-run CLI commands, improving consistency and reducing administrative errors.
- Led the migration of a mission-critical financial data service from end-of-support NetApp 7-Mode systems to new ONTAP clusters, building the new SVMs to mirror the legacy environment so hosts could cut over without issues.
- Executed the tape-to-disk migration of secondary archive copies in IBM Storage Protect with a senior colleague, validating the architect's plan, building new storage pools, copy pools, and management classes, and relocating data between volumes, with no added disk capacity. Later decommissioned the legacy configuration.
- Applied customer-requested retention policy changes in Storage Protect, keeping archived data aligned with updated bank customer agreements.
- Deployed NetApp Active IQ Unified Manager for performance monitoring, capacity reporting, and alerting, reducing administrative overhead, and used Config Advisor to validate system configurations and health status.

- Maintained NetApp and IBM Storage Protect environments, including software upgrades and hardware maintenance, and decommissioning of end-of-support hardware.

CDI Corp (contracted to IBM) | Remote (with onsite data center work) | May 2012 – Nov 2018

Storage Engineer (NetApp SME, Storage Transition & Transformation team)

Summary: Worked on a team of architects, engineers, and SMEs that deployed solutions sold to enterprise customers and handed fully working environments to steady-state support teams for long-term administration. Supported roughly 30 customer accounts in the financial, healthcare, and insurance sectors, managing up to three concurrent engagements. Worked primarily as a hands-on engineer and NetApp SME, with periodic architect assignments.

- Deployed NetApp ONTAP solutions using SnapMirror and SnapVault to meet strict RTO and RPO requirements for backup and recovery, business continuity, and disaster recovery environments.
- Traveled to customer data centers to complete logical configuration of racked and cabled systems before network connectivity was available, including initial system setup, SAN zoning, and provisioning storage to hosts. Completed multiple onsite deployments in days that were scoped for a full week by preparing detailed build documentation in advance.
- Executed SAN and NAS technology refresh deployments across Cisco MDS, Brocade, IBM, and NetApp platforms, from top-of-rack to director-class Fibre Channel switches.
- Implemented vendor management tooling (OnCommand Unified Manager, Brocade Network Advisor, and Cisco Data Center Network Manager) with each deployment to provide monitoring, reporting, and simplified administration, easing the handover to steady-state support teams.
- Supported customer data migrations to new storage platforms, including host-based migrations and SAN appliance-based array-to-array copies, ensuring seamless transitions.
- Served in the architect role on two engagements, authoring technical documentation that explained how each storage environment was built and why design decisions were made.
- Documented existing customer storage environments to support managed service provider transitions, enabling smooth knowledge transfer to MSP support teams.
- Peer-reviewed high-risk change requests to prevent or minimize service disruption and ensure positive outcomes.
- Requested by customers to return as their storage resource on multiple accounts after completing earlier engagements.

TEKsystems Inc (contracted to Lennar Corporation) | Miami, FL | Feb 2011 – May 2012

Storage & Virtualization Engineer

Summary: Hired as the storage engineer for an environment with no documentation or management tooling for its NetApp storage and SAN. Later took on VMware infrastructure responsibilities, working alongside the systems administrator building out a new virtual environment.

- Increased resiliency and availability of NetApp storage by implementing multi-path HA connectivity between storage controllers and disk shelves.
- Improved SAN host-to-storage connectivity by assessing the Brocade fabric with Brocade SAN Health and correcting the zoning and configuration issues it identified.
- Upgraded NetApp storage controllers through a controller head-swap during a planned maintenance window, enabling newer Data ONTAP releases required for Fibre Channel over Ethernet (FCoE) connectivity.
- Deployed an FCoE SAN fabric on new 64-port Cisco NX-OS switches to support a new VMware-based virtual compute environment, partnering with the vendor on initial configuration.
- Identified misaligned LUN partitions causing excess I/O using NetApp Management Console performance data, and corrected the alignment to improve host-to-storage I/O efficiency.
- Established monitoring, alerting, and reporting using NetApp Operations Manager, NetApp Management Console, NetApp System Manager, and Brocade SAN Health, reducing administrative overhead.
- Created Visio diagrams documenting the physical SAN connectivity, producing the first documentation of the storage environment.
- Built and configured a small HP MSA storage system on QLogic SAN switches to support the database team.

Rewards Network Inc | Hollywood, FL & Chicago, IL | Jan 2000 – Feb 2011

Senior Network & Systems Engineer | Feb 2007 – Feb 2011

Summary: Responsible for corporate IT infrastructure across Windows, Linux, networking, virtualization, storage, and backup. Worked with business teams, security, database administrators, and application owners,

and handled escalations and production change requests. This hands-on, full-stack background underpins my move into cloud administration.

- Helped design and migrate the disaster recovery site from a remote office to a third-party data center, enabling production workloads to continue through disasters.
- Designed and maintained a VMware virtual environment on SAN-attached storage to consolidate servers and reduce operating costs, later migrating from Fibre Channel to NFS storage on NetApp to simplify backup.
- Reduced SAN consumption and backup windows by working with database administrators to implement NetApp SnapManager for SQL Server, which also let more backups stay on disk.
- Administered NetApp storage and Cisco MDS fabrics, and redesigned the backup solution around newer encrypted tape, NetApp SnapManager, and Symantec NetBackup, shortening backup schedules and maximizing tape capacity.
- Supported annual PCI and SOX audits for a business handling credit card data by gathering and providing the evidence auditors requested, and implemented supporting controls including Tripwire file integrity monitoring tied to approved change requests and Active Directory integration for Linux systems using Likewise.
- Ran enterprise patch management and periodic Nessus vulnerability scanning to meet PCI and SOX requirements, using scan results to drive remediation tasks across the environment, working with the IT Security Director on phased rollouts through development, QA, staging, and production, and managing SSL/TLS certificates for public websites.
- Managed user on-boarding and off-boarding requests from HR, creating, modifying, and disabling accounts and mailboxes in Active Directory and Microsoft Exchange to ensure timely access provisioning and removal.

Senior Technical Support Representative | Feb 2004 – Feb 2007

Summary: Internal promotion to the IT team from customer service and internal sales roles within the company (2000 - 2004), supporting end users, provisioning new user work stations, and escalating issues as part of the help desk.

EDUCATION

Bachelor of Business Administration, Management of Information Systems
Florida International University, Miami, FL

CERTIFICATIONS

- Microsoft Certified Azure Administrator (AZ-104) (2026)
 - AWS Certified Cloud Practitioner CLF-C02 (2026)
 - CompTIA Security+ (2026)
 - ISC2 Certified in Cybersecurity (2026)
 - Microsoft Certified Azure Fundamentals (AZ-900) (2022)
 - NetApp Certified Data Administrator cDOT (2022)
 - NetApp Certified Technology Associate (2022)
 - NetApp Certified Data Administrator 7-mode (2011)
 - Cisco Certified Network Associate (2010)
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REFERENCES

Available upon request.