
PAUL STROMBERG

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SUMMARY

- Seasoned IT professional with 15 years of experience providing complete hardware, software, and systems expertise and support for multi-million dollar accounts in areas including Finance, Retail, and Manufacturing
- Versatile technical leader with proven ability to manage a diverse range of IT needs including new product analysis and training, system implementation/troubleshooting, and coordination of multi-disciplined efforts
- Exceptional communication skills with unparalleled success directly interfacing with customers as a skilled technical product specialist partnering with sales to address a wide variety of customer needs
- Systematic problem solver with broad systems knowledge and high attention to detail thoroughly researching solutions and efficiently resolving intricate and multi-faceted technical issues
- Dedicated team player working productively with all levels of personnel from first level technical support to sales and executive management ensuring continuity throughout support process and project life cycles

EXPERIENCE

ORACLE CORPORATION / SUN MICROSYSTEMS, Santa Clara, CA, 1996 - 2011

Principal Field Support Engineer, 2000 – 2011

- Provided high-level technical expertise resourcefully analyzing and troubleshooting extremely complex hardware and software issues for customers of \$35B global provider of fully integrated enterprise systems
 - Effectively managed escalation cases and preemptive support for high profile customers within Banking, Retail, Legal, Manufacturing, and Medical industries covering up to 25 states across the western U.S.
 - Served as technical lead working directly with customers 90% of the time, handling cases ranging from review of junior engineer plans to complex issues involving multiple technical disciplines and internal engineering groups
- Led strategic initiative for major retail account and longstanding client, developing and implementing Solaris operating system patching plan resulting in restoration of previously strained customer relationship
 - Designed, tested, documented, and deployed plan following best practices utilizing Solaris Live Upgrade, running Solaris 8 – Solaris 10 across entire enterprise including mission critical servers requiring limited or no downtime
 - Process included upgrades of Symantec Veritas Foundation Suite, Solaris patching and boot disk conversion on over 500 systems
 - Achieved a 100% success rate across all machines resulting in a significantly reduced case call volume, from four major software issues monthly to a single issue over a six-month period
- Spearheaded “grassroots effort” leading international team of 10 in developing a standard Solaris-based self-install deployment image for 300 field support engineer laptops, achieving 100% positive feedback post-install
- Delivered presentations and comprehensive demonstrations on Solaris field image for four consecutive years as part of annual Sun Customer Engineering Conference
 - Organized Solaris Installfest at conference, assisting 200 sales and service engineers with configuration and installation of Solaris on their laptops
- Provided on the job training for new products thoroughly researching and analyzing product specifications and conducting at least five technical courses annually for up to 120 internal staff and customer trainees per session
 - Facilitated technical presentations on various topics including Solaris ZFS, Live Upgrade, Symantec VxVM, Solaris 2.5.1 – Solaris 11, SunFire 4800 – E25k, SPARC Enterprise M4000 – M9000, and Sun StorEdge products
- Established highly successful partnership with sales team serving as invaluable subject matter expert for full line of Sun/Oracle products, regularly interfacing with customers to provide technical insight, direction, and support
- Completed seamless beta install of SPARC SuperCluster working with 15-member engineering team on-site at nationally known manufacturer, leading to successful product release
- Developed Solaris 10 professional certification exam collaborating with Solaris experts drafting and reviewing 600 test questions across three versions of exam administered to several hundred technical professionals annually
- Mentored up to 20 junior engineers and conducted technical interviews with over 45 engineers up for promotion
- Reviewed training documentation for up to six different types of products ensuring technical accuracy and support readiness

System Support Engineer, 1996 – 2000

- Installed and maintained full line of Sun hardware and software including Solaris 2.5.1 – Solaris 8 and Sun Enterprise E3000 – E10,000, efficiently configuring equipment and troubleshooting issues in a timely manner
- Proactively managed up to 16 customer accounts meticulously reviewing service issues and case histories, ensuring 100% customer satisfaction

ILLINOIS INSTITUTE OF TECHNOLOGY, Teaching Assistant, Chicago, IL, 1995 – 1996

- Provided educational support for up to 60 students per semester within computer engineering and related fields reviewing/grading class assignments in areas including Internet, UNIX, and Worldwide Web

EDUCATION/CERTIFICATIONS

ILLINOIS INSTITUTE OF TECHNOLOGY – Chicago, IL, 1996

- Bachelor of Science Degree in Computer Science

Sun Certified System Administrator for Solaris 10 (SCSA), 2005

Sun Certified Network Administrator for Solaris 10 (SCNA), 2005

TECHNICAL SKILLS

- **Operating Systems:** Windows, Mac OS, Sun OS, Solaris 2.5.1 – Solaris 11, Linux (Oracle and Red Hat)
- **Storage Hardware:** Entire line of Sun/Oracle storage systems including A5000, A3500, SE3xxx, Sun ZFS Storage Appliance, Hitachi Tagmstore and USP platforms, Brocade/McData SAN directors, Qlogic SAN switches
- **Storage Software:** Veritas/Symantec VxVM, VxFS, Solaris LVM, Solaris ZFS
- **Hardware:** Entire line of Sun/Oracle servers including Enterprise series, SunFire series, SPARC Enterprise M4000 – M9000, SPARC SuperCluster, as well as Sun/Oracle x86-based servers, Oracle Exadata, Oracle Exalogic
- **Software:** Solaris Cluster, Oracle Enterprise Manager, Oracle Enterprise Manager Ops Center, Oracle 11g Database
- **Virtualization:** Oracle VM for x86 and SPARC (LDOMs), VirtualBox, Solaris Zones, SPARC dynamic system domains
- **Programming Languages:** C, Pascal, Perl, COBOL, UNIX shell scripts