

Marc J Shapiro  
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#### **SUMMARY OF QUALIFICATIONS:**

Over 20 years experience in technology and the storage industry as an architect, designer, project management, and developer of new products. Superior presentation skills with an in-depth understanding of state-of-the-art technologies including SAN, NAS, Fibre Channel, SCSI, RAID, I/O Subsystems, networking and servers. Ability to effectively explain to customer's business issues and technical deliverables. Experience developing and implementing solid teams to present and sell technologies to market quickly.

#### **KEY STRENGTHS INCLUDE:**

Successful team building and leadership skills, producing a strongly motivated and cohesive organization.

Successfully plan and manage projects with teams of up to 20.

Precise and thorough, maintaining accuracy and quality in work performance.

Possess excellent analytical skills in identifying and resolving difficult situations.

Ability to rapidly comprehend, design and deploy complex computer systems including ERP package implementations.

Possess excellent staff and client relations abilities, resolving problems with tact and diplomacy.

#### **PREVIOUS SUCCESSES INCLUDE:**

- Project management of GoTo.Com world wide storage technology refresh.
- Project management of Motorola computer divisions distributed storage technology refresh.
- Project management for Advanced Fibre Communication DR program.
- Project management of United Bank of Switzerland Business Continuance project

#### **EDUCATION:**

B.A. Degree In Physics, California State University, Fullerton, Ca.

#### **OPERATING ENVIRONMENTS:**

BSD, Solaris, HP-UX, SGI, Windows NT, W2K, Win 95/98, Citrix, Macintosh

#### **STORAGE SYSTEMS:**

Raid Technology, NAS, Fibre Channel, SCSI, LVM, High Availability, Storage Virtualization, Disaster Recovery, iSCSI (SoIP), and iFCP.

HP, HDS, EMC, Compaq, LSI, MTI, NetApps, Auspex, Dell, and IBM.

#### **STORAGE AREA NETWORKS:**

Brocade, McData, Inrange, Troika, Emulex, Qlogic, JNI, Nishan, Cisco, Veritas San Point Control, Fabric Extension

#### **NETWORKING:**

TCP/IP, ATM, WAN, MAN, FDDI/CDDI, E1/T1, FRAME RELAY ETHERNET, SWITCHING, NETWORK TOPOLOGIES. Bay Networks, 3Com, and Cisco.

#### **LANGUAGES:**

C, C++, FORTRAN, PASCAL, BASIC, VISUAL BASIC.

#### **MILITARY**

Sergeant (NCO) - United States Air Force 1973 - 1976

Sergeant (NCO) - California Air National Guard 1976 - 1978

#### **MEMBERSHIPS:**

Member Of International Council On Systems Engineering (INCOSE)

**PROFESSIONAL EXPERIENCE**

- ***Procom Technologies- (October 01 – Present)***  
***World Wide System Engineering Manager/Special Engagement Management:***

My present position at Procom Technologies as the World Wide System Engineering Manager is more a technical position than managerial. My functions include the technical review and approval of every storage system sold by the company worldwide. This review includes many facets including technical and business needs. The technical review includes customer initial requirements, present architecture, software deployment, systems management deployment, networks, and staffing needs. I am then responsible to insure the proposed storage system solution does in fact exceed the customer needs and does not pose any possible technical or management issues in the present or future. This review also includes reviewing the market place and competitor posed solutions to insure the Procom solution addresses the customer requirements at a price point our competitor can not match.

In order to perform this review I am required to understand the customers business and all of the business processes employed to take there product to market. The SE's solution must pass my self imposed test that judges the technical aspects of the solution and how it provides the customer the ability to achieve there business goals faster, at a lower cost, and without restricting any business processes.

My other responsibilities include teaching both sales and technical the aspects of the systems engineering approach to solving customer needs. My instructional background includes different courses in storage basics, system engineering approach to solving customer needs, solution based sales, as well as basic fibre channel, SSA, SCSI and NAS technologies and where to deploy them. Some of my other training sessions have addressed the reduction of functionally desperate storage systems and virtualization techniques as well as middleware consolidation.

I also am the direct interface between sales, engineering, product management, post sales support and the CTO. Because of my systems engineering background and my experience in storage and computing, I am called on daily to assist in many of these areas. I am often called on to assist in post sales issues to assist in ascertaining the problem and provide a solution that is best for all involved. Daily requests include the review evolving technologies and there influence the storage market and what our company can adjust to compete. Other daily activities are the development of new products and strategies to deploy them in an ever-evolving market.

I am also the technical lead for Procom's OEM relationships. This function includes reviewing deployments and requested technical enhancements required by our OEM partners. My function as OEM technical lead includes the technical initiation of all new OEM partners, providing technical solutions and presentations.

***Hitachi Data Systems - (March 01 – Aug 01)***  
***Manager – Western Regional Storage managers:***

Responsibility for the restoration of HDS US storage management practice in the western thirteen states. Primarily focusing on higher engagement pre-sales engineering, product management, and business practices. Focused on developing and integrated team members, which assist local districts in driving storage and solution sales.

Developed and managed the HDS Western US Channel Storage Management practice. These groups of highly technical and business insightful individuals were the main HDS interface with VAR's and reseller assisting in driving storage solution sales. Other responsibilities of this group were training, forecasting, and assisting the HDS Territory managers in providing support for OEM representation.

Developed and supplied field marketing and business development information to product marketing, engineering, and management. This information provided HDS field data and trends in assisting and driving development of new product, sales and marketing programs.

Assisted in the development corporate technical and engagement training programs assisting field sales and engineering teams in driving storage solution sales.

Developed and implemented partner and VAR engagement practices providing HDS a seamless comprehensive product offering. Responsibility included managing and directing these processes while deployed to district offices

- **StorageApps - (Dec 00 – March 01)**

- **Systems Engineering Development:**

Contracted to assist start up company in the development of Pre-Sales Systems engineering practices for the Western Region. Developed methodologies, practices, technical materials, sales engagement practices, and management reporting techniques.

- **MTI - (Dec 99 – Dec 01)**

- **Director - Western Region Systems Engineering:**

Challenged with re-building an infrastructure within the thirteen states Western Region operations focusing on Pre-Sales Systems Engineering functions. Integrated system processes and procedures for accountability and reporting methods to meet immediate and forecasted operational requirements.

Provided guidance and support to the executive team in all critical areas of business and technical management (e.g., strategic planning, meeting sales goals, staffing, client development and engineering development).

Technically directed and supported sales teams thus providing quarterly numbers exceed forecast within the region. Recruited, trained and managed the Systems Engineering Team for the thirteen states Western Region. Coordinating between clients needs engineering, shipping, and installation schedules. Ensuring partnerships with vendors were meeting the needs of clients, at the same time focusing on corporate vision of growth, technology, market share and service by skillfully guiding the business operations through everyday challenges and the aggressive competition within the marketplace.

Other activities included development of new Fibre Channel storage systems. This coordination was directly responsible for the development of a new Fibre Channel based Network Attached Storage product line as well as newest Fibre Channel Storage systems (V35).

- **Auspex Systems - (Apr 99 – Dec 99)**

- **Sr. System Engineer/Enterprise Architecture Planning Consultant:**

Functioned as the Corporate Storage and Enterprise Architecture Planning (EAP) consultant. Responsibilities include development of customer business models, future planning and expansion of IT infrastructures. Assist clients in developing business/IT disaster recovery plans. Assist customers in the transition from architectural phase of enterprise architecture planning to implementation. Specific areas of technologies are the integration of Fibre Channel Storage Area Networks with Network Attached Storage systems, as well as backup methodologies and procedures. These technologies span UNIX and NT operating systems as well as a host of others.

Responsibilities also include working closely with engineering in developing Fibre Channel specifications for the implantation of Fibre Channel Network Attached Storage. These duties require working with engineering in the product development, internal testing, and on site beta testing of new Fibre Channel NAS systems as well as there integration into existing and new SAN's.

Other responsibilities included the training corporations SE force in the methodologies of EAP as well as Fibre Channel technologies and implementation.

- ***Sarcom Corporation - (Nov 98 – Apr 99)***  
***Chief Enterprise Engineer:***

Responsibility included systems engineering of very large to medium scale computer infrastructure development and upgrades for fortune 1000 companies. Specific duties include leading the pre sales team activities in requirement assessment, architecture development, cost modeling, and performance modeling in compliance with EIA/ANSI 632. This process required the interaction and consultation with prospective customer upper management to include CIO, CTO, and technology managers. The process required the leading of interdisciplinary teams in the development of the systems design and implementation. Also required is the need to coordinate and lead the implementation program manager in all phases of the system life cycle.

Other responsibilities include the development relationships of vendors and partners to deploy designed systems. Specific areas responsibility consisted of vendor development in the area of enterprise storage systems, enterprise backup software, as well as Fibre Channel products and storage management systems

- ***Andataco - (Aug 97 – Nov 98)***  
***Senior Systems Engineer/Project Manager/Systems Consulting:***

Responsibilities include pre and post-sales support. Pre sales support included system engineering, design, and presentation of storage systems solutions to customer. Storage systems were comprised of system clustering, high availability hardware/software, storage systems, fiber channel, operating system integration, networking, software implementation, disaster recovery, backup strategies as well as system retirement.

Post sales support included project management. This activity included scheduling of corporate resources for the installation and “customer hand-off of developed systems”. This includes personnel and development scheduling, customer interface, corporate interface and general scheduling.

- ***The Aerospace Corporation***  
***Systems Engineering/Computer Systems Service Support***

Responsibilities included System Engineering and Project Management for the development and implementation of US Air Force computer facilities. Development cycle included the assessment of future technologies, budgets, system metrics, system/software/network specifications, facility requirements, acquisitions, software and hardware integration, management policies, ownership transition, and training.

Systems administrator for SUN SPARC and Intel server clusters.

Participated in requirements, functional development integrated product, process development committees. Close involvement in the areas of metrics, system analysis, and trade studies system modeling, risk management, life cycle cost analysis, and system cost effectiveness.