

Joseph Gordon

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Skills Profile

AWS Cloud Architecture, Computer software, Technical troubleshooting, Linux (Ubuntu), MacOS, Windows Server (2019, 2016, 2012), Active Directory, Virtualization (VMWare), Cloud computing (AWS), Networking, Network Troubleshooting, Network Operations, Network Security, Cryptography, Malware Identification, Firewall Configuration, Access Control, Threat Analysis, Threat Detection, Data Security, vSAN, vCenter, vSphere, PowerStore, PowerScale, APEX, Python Programming

Professional Experience

Dell Technologies

VCF (VMWare Cloud Foundation) Senior Engineer (January 2025 - present)

Provide support for VCF on VxRail. Responsibilities include troubleshooting issues with VxRail, vCenter, SDDC, NSX, and the Aria suite. Role has recently begun and I am currently in the training phase before being fully deployed.

Dell Technologies

APEX Subject Matter Expert (November 2024 - January 2025)

As PowerStore and PowerScale team members began taking over a small portion of APEX workload I was designated as the American SME. In this role I was tasked with ensuring the team understood the new processes and procedures for APEX and created and provided documentation/training to facilitate this. In the event further intervention was needed I would take over the case for a short time to ensure all was well and provide necessary feedback to help the engineer in question grow in their role.

Dell Technologies

APEX Senior Engineer (June 2024 - November 2024)

Provided troubleshooting and maintenance support for the "APEX" family of products including PowerStore, PowerScale, and the Dell OS10 switches. Role included resolving issues as they came in such as switch ports being down/misconfigured and unexpected reboots of storage appliances, as well as performing routine health checks on all above mentioned products to ensure these systems would not encounter any issues.

Dell Technologies

VXRail Technical Support Engineer 2 (April 2022 - June 2024)

Provided troubleshooting support for Dell EMC's VxRail plugin, a hyperconverged appliance that connects servers(nodes) together to simplify and provide additional support to networking, computing, and storage needs. As well as assisting with errors found within VCenter.

Certifications and badges

CompTIA A+^{CE}

CompTIA Network+^{CE}

CompTIA IT Operations Specialist

CompTIA Security+^{CE}

CompTIA Secure Infrastructure Specialist

VMware Certified Professional Data Center Virtualization (VCP-DCV) 2023

Python Essentials 1

AWS Certified Solutions Architect Associate

Education

Moore Norman Technology Center

Cloud and Virtual Network Administration (Aug 2020-May 2022)

Coursework: Computer Repair and Troubleshooting 1 & 2, Network Management, Network Security, Server Operating Systems, Hands-on Virtual Computing, Supporting Microsoft Private Clouds