

PHIL BENDECK

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PROFESSIONAL EXPERIENCE

November 2022 – Present

Staff Cloud Solutions Architect, [VMware, Inc. \(VMware by Broadcom\)](#)

Trusted Subject Matter Expert in delivering VMware's Multi+Hybrid-Cloud architectures and for prescribing Go-To-Market (GTM) strategies. Responsible for delivering high-level architecture designs, solving business infrastructure constraints with technical deep-dive architecture sessions, and implementing multi-cloud platforms for Cloud Providers that enable the orchestration of multi-tenancy consumption-based business models.

Provide Technical Guidance and Best Practices on Architectures that meet unique business objectives in conjunction with all the VMware Cloud Provider Program offerings.

- Participate in and drive elements of the pre-sales process to understand customer business, technical objectives, and product requirements for VMware Cloud Provider Solutions.
- Collaborate with the Cloud Software Business Unit to provide real-time feedback and trends to help drive accurate roadmaps based on customer needs and objectives.
- Build robust cloud solutions to meet business & technical objectives.
- Present VMware's holistic cloud strategy and integrated vision across private, hybrid and public offerings.
- Develop Vision, Strategy and Roadmaps deliverables to meet technical solutions.
- Establish credibility & build deep relationships with senior technical leaders within customers and become trusted advocates of VMware's cloud strategy.
- Lead technical validation of the VMware Cloud Solutions against Cloud Provider strategic needs.
- Participate in deep architectural discussions with VMware Cloud Partners and if necessary, their respective customers to build confidence and ensure customer success when building new and migrating existing applications, software, and services on VMware Cloud Provider Solutions and Platforms.
- Effectively communicate solutions architecture to the customer, third parties and the project teams
- Participate in regional marketing events to promote VMware's cloud strategy.
- Author blogs, technical articles and white paper based on technical experiences.
- Provide feedback to Product Management and Engineering based on customer feedback.
- Deliver architecture webinars on VMware's Sovereign Cloud Strategy:
 - [vmLIVE Sovereign Cloud Data Protection with Veeam and Cloudian](#)
- Demonstrated expertise as VMware's S3 Architecture Specialist with a proven track record of optimizing virtualized environments for enhanced performance, scalability, and efficiency.
- Lead Technical Architect responsible for driving the adoption and successful implementation of VCPP architecture within strategic and enterprise accounts across Latin America.
- Technical Architect spearheading the transition to multi-tenant environments, leveraging VMware Cloud Director, to facilitate the migration and optimization for enterprise accounts in the U.S.
- Engage in both domestic and international travel to cultivate relationships with strategic partners, facilitating discussions on technical objectives and fostering use-case adoption aligned with VMware's Cloud Provider strategy.

February 2022 – October 2022

Solutions Architect, Strategic Alliances, [Cloudian, Inc.](#)

Trusted Subject Matter Expert in delivering Cloudian Object Storage Solutions for Multi+Hybrid-Cloud architectures and for prescribing Go-To-Market (GTM) strategies. Responsible for delivering high-level architecture designs, solving business infrastructure constraints with technical deep-dive architecture sessions, and implementing object storage systems for Cloud Providers that orchestrate their revenue consumption-based business models amongst the S3 API. Provide Technical Guidance and Best Practices on Architectures that leverage Cloudian HyperStore in conjunction with all the VMware Cloud Provider Program offerings.

Aligned to the Strategic Alliances Business Development Team providing technical assistance to drive joint solution development with Cloudian's Strategic Alliance Partners.

- Interlace with C-level executives to discuss product roadmaps, enterprise solutions, service offerings, and Go-To-Market (GTM) strategies.
 - Business acumen to solve customer requirements and objectives using effective methodologies.
- Cloudian VMware Subject Matter Expert on object storage solutions and offerings via the VMware Cloud Provider Program (VCP).
 - Cloudian SME on VMware Cloud Director and the Object Storage Extension.
- Deep knowledge of the cloud services marketplace, hybrid cloud, IT sales cycles, and Cloudian's partner programs and ecosystem.
- Deliver architecture webinars with VMware on Sovereign Cloud:
 - [vmLIVE Sovereign Cloud Data Protection with Veeam and Cloudian](#)
- Hands-on implementation experience in architecting and deploying vSphere, VMware Cloud Director, OSE, vSAN, vROPs, and NSX-T.
- Implementation experience in deploying HyperStore in GCP + GCVE and orchestrating multi-cloud architectures.
- Host technical workshops with customers and service providers and telcos.
- Work collaboratively with Product Management, Technical Marketing and Engineering during the development, launch and continuing refinement of Cloudian products.
- Cloudian Brand and Technologist Ambassador:
 - Deliver business/technical presentations at conferences/tradeshows/webinars
 - Authoring of whitepapers for publication
 - Engage with press release activities
- Manage technical alliance architectural relationships with AWS (Outposts), Lenovo, HPE, Veeam, and VMware.
- Main technical liaison for supporting the sale of enterprise storage for mid to large enterprise accounts in LATAM.

November 2021 – February 2022

Professional Services Senior Field Consultant, [Rubrik, Inc.](#)

Responsible for architecting, deploying, and implementing [Rubrik CDM](#) as a scale-out fabric that manages all data in the cloud, at the edge or on-premises, for many use cases including backup, disaster recovery, archival, compliance, analytics, and copy data management.

- Participate in the pre-sales process to understand customer business, technical objectives, and product requirements.
- Effectively communicate solutions architecture to the customer, third parties and the project teams.
- Work directly with customers to drive adoption of Rubrik solutions and integrated services.
- Design and develop innovative solutions to customer requirements using Rubrik Professional Services.
- Assist in the development of standard reusable Rubrik consulting service offerings, including definition of tasks, deliverables, and standard estimates.
- Document best practices deploying, configuring, automating, and managing Rubrik solutions.
- Deliver on-site and remote workshops.
- Drive client and internal resources and activities to ensure deliverables within scope and time.
- Develop/improve workflow for more efficient delivery and reduce overall customer time to value.
- Work closely with Product Management and Engineering to drive customer satisfaction as well as product supportability improvements.

September 2019 – October 2021

Professional Services Implementation Engineer, [Cloudian, Inc.](#)

Responsible for architecting, deploying, and implementing [Cloudian HyperStore](#) as a scale-out object storage system for companies of all ecosystems that revolve their application workflow amongst the S3 API. Responsible for implementing technologies like NoSQL databases (e.g., Cassandra, Redis), distributed systems techniques, advanced Java, Linux performance tuning, and automation orchestration tools such as Puppet and Salt-Stack.

In addition, I provide consultation and execute professional services contracts to domestic and international customers.

- Lead the planning, installation, and implementation of Cloudian solutions in HyperStore appliances, virtual, or hybrid IT cloud environments.
- Engage with the sales teams, and partners to successfully drive customer satisfaction while providing technical acumen to customers and partners.
- Expertise in architecting, designing, and implementing multi-tiered storage solutions for application workflows that revolve around the Amazon S3 API.
- Create custom bash scripts to facilitate implementations and deployments.
- Deliver advanced professional services offerings:
 - Product customization
 - Integration
 - Data migration
 - Health checks
- Document all key business and technical dependencies, responsibilities, and final technical requirements so they are understood by all parties.
- Experience with Linux Operating Systems (RHEL, CentOS) administration.
- Knowledge of TCP/IP networking and datacenter architecture (DNS, multiple data-centers, switches, load balancers, etc.)
- Good understanding of web servers (Apache and Tomcat).
- Experience in LDAP/AD integration.
- Document implementations and best practices guides in JIRA/Confluence.

January 2015 – September 2019
Senior Field Applications Engineer, [Promise Technology, Inc.](#)

Responsible for Architecting and Supporting SAN Infrastructures for companies of all ecosystems. Provide engineering support on all escalated issues for enterprise products. Provide professional consultation and execute Professional Services Contracts to Domestic and International Customers.

Analyze Datacenter Infrastructures to provide a suitable solution to Enterprise Accounts. Travel to Customer Sites for Pre/Post-Sales Engagements. Develop a Statement of Work for Customer Engagements and Professional Services Contracts. Work with the Product Development Team to enhance key features for upcoming product and FW/SW releases.

- Expertise in Enterprise Storage Environments
- Experience with Architecting, Designing, and Implementing multi-tiered storage solutions for all ecosystems
- Experience in leading Technical Enterprise Sales.
- Expertise in Project Management by visually representing deployments and describing technical information within a Statement of Work
- Expertise in delivering enterprise solutions and architecture presentation at a C-level
- Main liaison for supporting the sale of enterprise storage for mid to large enterprise accounts
- Expertise in Fibre Channel and Network Infrastructures
- Experience with scalable file system environments
- Expertise in Rich Media, IoT, IT, and prosumer spaces
- Knowledge of virtualization, hyperconverged, and software defined environments
- Knowledgebase Administrator and Original Content Creator for <https://kb.promise.com>
- Expertise in Software Quality Assurance and Technical Documentation of Testing
- Knowledge of Enterprise Storage Manufacturing and Development Cycles
- Expertise in demonstrating technical presentations and storage architectures at top-tier trade shows
- macOS Subject Matter Expert for Enterprise Accounts, Customers, and Escalated Support Cases
- Design solutions for environments such as databases, servers, multimedia access, development, highly availability and disaster recovery environments.
- Perform project analysis, design, development, testing and implementations.
- Working knowledge of SCSI, iSCSI, iSER, PCI, PCIe, NVMe, RDMA and other storage protocols and interfaces.
- Deploy data management and data reduction technologies like Snapshot, Thin Provisioning, Replication, De-duplication, Compression etc.
- Configure Storage Hardware and Systems (NAND flash, SSD, HDD, Storage Networks)
- Storage system design & development, debug, tuning and performance analysis.
- Knowledge of Software and Hardware RAID technologies.
- Create Disk Arrays and configure RAID level for the LUNs pertaining to a filesystem.
- Configure SAN accessibility for Mac, Linux, and Windows clients.
- Configure File Level Storage (NFS, CIFS/SMB, AFP)
- Bind SAN filesystem to directory services consisting from LDAP, Open Directory, and Active Directory.
- Configure Fibre Topology with Appropriate WWPN Zoning on Fibre Channel Switches.
- Good working knowledge of Linux, VMWare, Windows Storage Stacks and Filesystems.
- Deploy and Configure Filesystem Expansions.
- Linux/Unix kernel modules, drivers and clustering with hands on experience with kernel debuggers, performance counters and protocol analyzers.
- Provide level 3 technical system expertise, oversight, and accountability for resolution of outages, service level issues, and customer support needed in coordination with the Global Operations Technical Support (Level 1 & 2).
- Provide technical and engineering expertise in the areas of application deployment and operational project planning, design, and engineering of systems.

July 2013 – January 2015

Digital Media Engineer, [Discovery, Inc.](#)

Administrate an enterprise datacenter server and SAN topology for the post-production organization. Responsible for architecting and automating file-based workflows for U.S. Hispanic and Latin American regions. Emphasis on project management and development to enhance the Digital Media Infrastructure.

- System Administrator for a datacenter infrastructure that involved servers and a multi-tiered SAN topology
- Designed and developed automated file-based workflows for the entire post-production organization in the U.S. and Latin America
- Responsibility for the reliability and stability of media systems and file-based workflows
- Experience with MAM enterprise infrastructures
- Administered the automation of LTO Media Asset Archives (Spectra Logic and Front Porch Digital DIVA)
- Developed internal Engineering web portals to facilitate collaboration amongst stakeholders
- Support, configure and administer a mixture of server environments:
- Apple OS X Infrastructure
 - Xsan MDCs
 - File-Level Servers (AFP/SMB)
 - Open Directory (LDAP)
 - Xsan FC Clients + Applications
- Linux Infrastructure
 - Automate file transfers from US and Latin American regions (Signiant/Aspera Servers) to Production SANs + RAID
 - Linux LVM volumes
 - StorNext FX FC Clients
- Microsoft Windows Server Infrastructure
 - Active Directory
 - File-Level Servers (SMB)
 - Fail Over Clusters
 - Automation encoding/transcoding with Telestream Vantage Cluster
 - StorNext FX FC Clients
- Support and maintain Enterprise Storage Arrays:
 - Promise VTrak (Xsan and HFS+ volumes)
 - EMC Isilon (OneFS) (Destination Storage for Transcoded Media)
 - HP (3PAR) (VMs for Hyper-V)
 - DDP (Ardis Dynamic Drive Pool) (Avid Emulation)
- Maintain and configure hypervisors that host virtual machines
 - VMware ESXi
 - Microsoft Hyper-V
- File transfer servers that utilize NFS, SMB and AFP protocols for connectivity to file systems (Xsan, OneFS, HFS, NTFS, EXT4, XFS)
- Support Avid Infrastructure
 - ISIS/Interplay and Hardware, Avid Media Composer
- File-based workflow design and development for the following Post-Production Departments:
 - Graphics, Editing, Audio, Encoding, QC Operations, Ad-Sales, Media Operations
- Maintain QLogic Fibre Switches
 - Configure Zoning
- Media Asset Management (MAM) environments that pertain to the automation/workflows of systems
- Support, configure, and maintain playback servers of AmberFin ICR; automation of library scripts
- Configure transcode jobs with ffmpeg and Telestream Episode
- Manage Avocent KVM server infrastructure
- Manage databases that correspond to Oracle, MySQL, and Postgres

EDUCATION

B.A. Digital Media
A.A. Computer Science

University of Central Florida, Orlando, FL
Santa Fe College, Gainesville, FL

LANGUAGES

English
Spanish

Native or Bilingual Proficiency
Native or Bilingual Proficiency

SKILLS

Project Management
Enterprise Storage Solutions Architect
Enterprise Storage Sales
Strategic Account Development
Enterprise White Paper Designer
RAID
Fibre Channel
SAN
LTO Tape Management
Networking, DNS, TCP/IP

Clustered Object Storage Systems (S3)
Professional Services Implementation
Architecture Design
Load-Balancing Architectures
RESTful API Configurations
LDAP (Active Directory, openLDAP)
Bash
Public Clouds (AWS, Azure, GCP)
Docker
LAMP

Hypervisors: VMware | Hyper-V
Microsoft Windows Server
Apple macOS + ProApps
Linux Administration
Avid MC/Interplay/ISIS
Adobe CS, CC
MAM Enterprise Systems
Telestream Vantage
Workflow Design & Development
MySQL

CERTIFICATIONS

Cloudian
VMware
VMware

Cloudian Certified Engineer
VMware Certified Professional (VCP-DCV 2024)
vExpert (2023)