

# Peter Tah

Principal Engineer | AI & Cloud Architect | Cybersecurity & Automation | Cross-Functional Technical Leader

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## EXECUTIVE SUMMARY

Principal Engineer with 19+ years designing, securing, and supporting enterprise infrastructure — from hyperconverged systems and enterprise storage to hybrid cloud and AI-enabled platforms. Built at Dell EMC and Trend Micro, combining deep root-cause analysis with hands-on collaboration across engineering, VMware, sales, and product teams. Hands-on experience with Azure AI, Retrieval-Augmented Generation (RAG), Model Context Protocol (MCP), AI agents, Kubernetes/OpenShift, and automation across AWS, Azure, and GCP. Brings a cybersecurity-first mindset (NIST, ISO 27001, CIS) from an endpoint-security background at Trend Micro, and a track record of protecting customer uptime and satisfaction through high-severity incident ownership, mentoring, and clear cross-functional communication. Known for translating complex technical issues into confident guidance for customers, executives, and engineering stakeholders alike.

## CORE HIGHLIGHTS

- Principal engineer with 19+ years across enterprise support, escalation leadership, cloud, storage, networking, and virtualization.
- Specialist experience in VMware Cloud Foundation on VxRail, Red Hat OpenShift, VMware vSphere, vSAN, NSX, Linux, Windows, and enterprise storage systems.
- Cybersecurity-aware engineering grounded in an endpoint-security background, applying NIST, ISO 27001, and CIS framework principles to incident response.
- Completed a CPD Diploma in Business Innovation & Digital Transformation (L8) with applied work in foundational technologies, social capital, and Power BI.
- Known for customer-first troubleshooting, complex root-cause analysis, mentoring, knowledge sharing, and practical process improvements.
- Proven cross-functional partner — working directly with engineering, VMware, sales, and product teams to protect customer uptime and satisfaction.
- Blends deep hands-on technical support with architectural thinking, making the profile site useful for recruiters, interviewers, and collaborators.

## CORE COMPETENCIES

**AI & Modern Engineering:** Azure OpenAI, LLMs, RAG, MCP, AI Agents, Python, REST APIs

**Cloud:** AWS, Azure, Google Cloud Platform, Hybrid Cloud, IaC (Terraform), Identity

**Automation & Scripting:** Python, Bash, PowerShell, REST APIs, Terraform, CI/CD-Adjacent Workflows

**Cybersecurity:** NIST, ISO 27001, CIS Controls, Endpoint Security & Threat Mitigation, Vulnerability Triage, Security Incident Response

**Enterprise:** VMware vSphere, vSAN, NSX, VCF, VxRail, Windows Server, Linux, Active Directory

**Storage & Networking:** Dell EMC, VNX, Unity, Isilon, VPLEX, SAN/NAS, Fibre Channel / iSCSI, Enterprise Networking

**Customer Experience & Leadership:** High-Severity Incident Ownership, CSAT & Retention, Cross-Functional Collaboration, Staff Engineering, RCA, Mentoring

## PROFESSIONAL EXPERIENCE

### **Enterprise Escalation Principal Engineer — Dell Technologies** 2019-Present

Lead critical enterprise escalations across virtualization, storage, networking, Kubernetes, and hybrid cloud. Partner with engineering teams, mentor senior engineers, publish knowledge-base articles, deliver brown-bag training, and perform deep root-cause analysis across VCF on VxRail and VMware Cloud Foundation.

### **Senior Engineer — Hyper-Converged Infrastructure — Dell Technologies** 2017-2019

Led resolution of Sev1/Sev2 incidents on VxRail and enterprise VMware environments, mentored junior engineers, delivered Transfer-of-Information sessions on new platforms, and partnered with Field Technical Specialists, Account Managers, and Product teams to feed customer insight into the roadmap.

### **Technical Support Engineer — Dell Technologies** 2012-2017

Provided Tier 2 support for enterprise SAN/NAS storage systems in a 24x7x365 global organization, applying structured troubleshooting protocols to protect customer SLAs and collaborating across time zones to reduce mean time to resolution.

### **Network Performance Engineer — SolarWinds** 2011-2012

Focused on enterprise network performance monitoring and diagnostics.

### **IT Security Engineer — Trend Micro** 2009-2011

Started a career in enterprise IT securing systems and networks against emerging threats — resolving escalated endpoint security and antivirus cases, remediating malware, and configuring console/server-side policy for enterprise customers.

### **IT User Support Analyst — Charity Aid Foundation (CAF)** 2008

Maintained desktops, Active Directory, file servers, and Exchange across all departments, resolving daily work orders and supporting security initiatives such as antivirus and spyware remediation.

### **Field Service Engineer (Contractor) — Alphameric Leisure Ltd** 2006-2008

Delivered on-site installation, maintenance, and repair of electronic gaming and EPOS hardware across a multi-site customer base in the UK, building an early foundation in customer-facing, time-sensitive technical service.

## FUTURE-READY FOCUS (2026–2030)

- AI-assisted troubleshooting: applying generative-AI and LLM-based tools to accelerate root-cause analysis, case triage, and knowledge-base generation.
- Multi-cloud fundamentals: hands-on learning across AWS, Azure, and GCP core services (compute, storage, IAM) to support hybrid and multi-cloud environments.
- Automation & scripting: developing Python, Bash, and PowerShell scripts to automate repetitive diagnostics, reporting, and remediation tasks.
- SRE & DevOps practices: studying observability, incident management, and CI/CD-adjacent workflows to bridge traditional support and modern operations.
- Cybersecurity frameworks: building working knowledge of NIST and ISO 27001 principles to strengthen security-aware incident response.
- Data-driven decision making: using SLA, MTTR, and CSAT metrics to identify trends and drive continuous service improvement.

Certification roadmap: AWS Certified Solutions Architect – Associate (or Cloud Practitioner as an entry point) · Microsoft Certified: Azure Administrator Associate (AZ-104) · Google Cloud Associate Cloud Engineer · (ISC)<sup>2</sup> CC or CompTIA Security+ — foundational cybersecurity credential · Certified Kubernetes Administrator (CKA) or Docker/container fundamentals · ITIL 4 Foundation — service management best practice · Python for IT Automation / scripting-focused certificate

## EDUCATION

MSc Cloud Computing — Cork Institute of Technology (2015)

CPD Diploma in Business Innovation & Digital Transformation (L8) — Dublin Technical University (2021)

Postgraduate in Renewable Energy System Technology — Loughborough University (2009)

BEng (Hons) Computer Systems and Networks — London South Bank University (2008)

## LANGUAGES & AFFILIATIONS

English — First language

German — B2 Upper Intermediate

Member, Professional PMI Association

## CERTIFICATIONS

VMware vSphere 8 Certified Professional - Data Center Virtualization (VCP-DCV) · Red Hat Linux Admin RHEL · DCSE: Dell Certified Systems Engineer · DEA-41T1: Associate - Specialist, Systems Administrator · VNX Platform Specialist and Storage Eng. · VxRail Xpert Community Qualification · Associate - PowerEdge · VxRail Specialist - Systems Administrator · VMware vSAN Specialist · Cisco Certified Network Associate (2022) · MCSE: Microsoft Certified Systems Engineer · Oracle PL/SQL and Oracle Database Administration · Diploma in Project Management (PMI) · Digital Transformation · VMware vSphere Optimize and Scale V6.7 · VMware vSAN Performance Troubleshooting Workshop · VCF on VxRail 5.0