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## Charles Justin Board

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**Objective:** I am interested in working in a challenging IT environment. One that allows me to apply my skills and knowledge in the area of IT system support and management o fulfill the operational goals of the enterprise.

### Skills:

• Project Management Leader	• VMWare Admin
• Change Management	• Windows Admin
• Departmental Budgeting	• Proficient in Microsoft Office Productivity Suite
• Computer Hardware Troubleshooting	• Network Troubleshooting
• Team Leadership	• SQL Knowledge

### Accomplishments:

#### Workstation and Server Configuration

- Skilled with Windows based computer systems and software.
- Maintained 300+ client workstations in a manufacturing environment.
- Defined, configured, deployed SUS Server.
- Installed IIS on TE Server and created dynamic departmental website. using HTML, VBscript, SQL and PHP.
- Maintained AV and Security Updates on workstations and servers.
- Developed NT4, Win2k and XP master images used throughout manufacturing area.
- Configured RAID0 (OS) and RAID5 (Data) on server to safeguard data and increase server data availability.
- Used Virtualization Software VMware to test OS images prior to deployment and to consolidate systems as a cost savings project.
- Also multi-honed various systems to increase bandwidth and availability.
- Setup client machines with Linux 10 (Novell) and added them to the Domain. Configured Evolution mail and Firefox browser.
- Created inventory database with MySQL and built a web portal to allow users to input and access information.
- Implemented E-mail and file security requirements for Nokia gaming software using PGP Encryption software.

#### Network Administration & Configuration

- Used IPSEC technology to create a VPN for a Trans-State connections for Zynex Inc.
- Experience with using tools such as Auto-IT, WinBatch and VBS to automate client configurations as well as server maintenance tasks.
- Created various project documents including Project Risk Management,

- Requirements Document, and deployment testing.
- Knowledgeable of using the SDLC process of developing information systems through investigation, analysis, design, implementation and maintenance.
- Designed Data Backup and Recovery Plan (DRP) and media rotation schedule for Servers.
- Used Open Source Software VNC (Virtual Network Connection) to replace the corporate copy of PCAnywhere to reduce licensing costs and increase capability.
- Experienced with User and Computer account management and group policy application.
- Familiar with various network troubleshooting tools used in system performance monitoring and troubleshooting such as Arp, Tracert, Ping, IPConfig, Route, etc.

### Supervision and Management

- Well-organized and efficient. Through process improvements and standardized methods considerable downtime was eliminated from systems.
- Work well in a high pressure environment. delivered 24/7 support to high volume manufacturing environment.
- Self-starting, goal-oriented strategist whose confidence, perseverance and vision promoted success.
- Skilled at organizing complex projects, defining project priorities, and delegating tasks.
- Skilled at encouraging others and developing rapport. Lead many cross functional teams in completion of project programs.
- Proven record of working within a budget. Produced annual budget savings of 20% year over year.
- Served as Business Owner in major IT project that spanned 18 months.
- IT Technical writing of functional requirements with detailed process documentation.
- Data mining using SQL scripts against an Oracle 9i database. Various reports assembled for business process owners.

### Training

- Trained in all areas of Windows, 2000, XP and 2003 OS.
- Strong training skills. Delivering both personal mentoring and training class knowledge transfer.
- Established dedicated training resource at Nokia for employee skill development.
- Developed various courses for support teams.

**Employment:** Nokia Mobile Phones Fort Worth, Texas 75010  
**Product Test Engineer** November, 1992 to November, 2010

NEC America, Inc. Irving, Texas 75010  
**Systems Technician** June, 1980 to July, 1992

**Education:** University of Phoenix Dallas, Texas  
**Masters Science Computer Information Systems** 2005

University of Phoenix Dallas, Texas  
**Bachelor of Science Information Technology** 2003

University of Texas at Dallas Richardson, Texas

**Bachelors of Science in Electrical Engineering**

Not Completed

Mountain View College

Dallas, Texas

**Associates of Arts and Science in Electronics**

1980

**Additional Training:**

Certificate of Completion, Fundamentals of Cisco Router Configuration, CompuMaster, February, 2007.

Certificate of Completion, Oracle 9i Database Administration Fundamentals 1, Oracle University, June, 2005.

Certificate of Completion, Introduction to Oracle 9i SQL, Oracle University, September, 2005.

Certificate of Completion, Introduction to Project Management Principles, Nokia Learning Center, January 2005.

Certificate of Completion, Facilitating Change Workshop, Nokia Learning Center, September, 2004.

Certificate of Completion, Introduction to Oracle SQL and SQL\*Plus, Global Knowledge, June 2002

Certificate of Completion, UNIX Level II, Global Knowledge, May 2002

Certificate of Completion, UNIX Level I, Global Knowledge, May 2002

Certificate of Completion, C++ / Object Oriented Programming, Texas Software Services and Training, March 1999

Certificate of Completion, Understanding Networking Fundamentals, CompuMaster, December 1999

Certificate of Completion, C Programming Level II, University of Texas at Arlington, December 1993

Certificate of Completion, C Programming Level I, University of Texas at Arlington, July 1993

**Hobbies:**

- Building personal computers
- Designing dynamic websites.
- Experimenting with Linux.

**License:**

- Microsoft Certified Systems Administrator (MCSA) Windows 2003
- Microsoft Certified Systems Administrator (MCSA) Windows 2000
- CompTIA Network+ Certification
- CompTIA Server + Certification
- CompTIA IT Project+ Certification
- CompTIA Security+ Certification
- CompTIA A+ Certification

- Affiliations:**
- IEEE Computer Society Affiliate Member
  - PC Magazine Product Review Panel Member
  - Network World Opinion Panel Member

**References:** Available upon request