**Charles Nnolim**

**14901 Hatteras Way**

**Silver Spring, MD 20906**

nnolims@hotmail.com

202/681.6851

Experienced with or having a working knowledge of the following:

LAN/WAN/SAN Management, Team Supervision/Management, Project & Vendor Management, RMF,

CyberSecurity information/infrastructure management, Security monitoring, Technology management,

WiFi services deployment & maintenance, Training & Courseware Development and System Hardware/Software Budget development/Procurement/administration. Windows Server Administration (2003/2008/2012/2016/2019) & Workstation/Windows 10.Training/Training Coordination and Training content development (Software applications and technical training). Network design, administration, maintenance & troubleshooting as well as Network services life-cycle implementation & management for physical and virtual environments (VMware).

SAN planning, configuration, implementation, management & administration (iSCSI SANs/storage

repositories) Data backups, system redundancy & replication planning/implementation (Veeam ver. 9) with a Disaster Recovery (DR) Contingency & Continuity Of Operations Planning (COOP) readiness focus VPN connectivity management, Web Server/Site and General File & Print server network

administration Server/PC system builds/repairs (repairs include Laptops) plus OS installs/imaging, administration &troubleshooting.

Management of network/domain security issues, monitoring & managing IDS ACLs

Familiar with various L2/L3 switches (Cisco, Extreme, Foundry) in heterogeneous TCP/IP networks

with Intermediate operational understanding and configuration of Cisco 1720, 2524 & 1841 routers

plus 6509, 4506 Chassis & Stackable 3550 & 500/500G Express Cisco Switches/Catalysts

Authorized to work in the US for any employer

**Work Experience**

**VMware Infrastructure Engineer (Principal System Administrator) on contract with SSA**

Northrop Grumman/Peraton - Woodlawn, MD

*August 2019 to Present*

Virtualization Infrastructure Team Co-Team Lead with Northrop Grumman (NG)/Peraton as part of the Cybersecurity Infrastructure Administration (CIA) Team on the Peraton-NG/SSA NISS-DSE Contract that provides virtualization support services for the SSA.

My team is responsible for planning, implementation, management/administration, upgrades & decommissioning (full system/service life cycle) of every aspect that pertains to the virtual infrastructure in a VMware vSphere 6.x/7.x environment (Host & VM). Also responsible for VM build/deployment, administration and decommison of the VM OS (Windows Server 2012/2016/2019 & Windows 10) and Linux (RHEL 6/7/8 & Debian).

Some tools used include VMware vSphere tools, JIRA, ServiceNow, Dell OME/iDRAC or RACADM, HP CAPRS, AD/GPO tools, Cygwin, Visio, MS Project, MS Office Suite, O365, LibreOffice Suite, Infoblox, MobaXTerm or Putty, RVTools, SCP, SFTP, Nmap/Zenmap, KeePass, SharePoint, Team. Also familiar with Powershell/ PowerCLI tools at an intermediate level.

In 2019, I led the Datacenter & data migration project of the virtualized environment for both Windows system VMs and Linux system VMs from VMware vSphere/vCenter 5.5 to vSphere/vCenter 6.5 along with the Storage File System upgrade of over 100 hosts & over 1100 VMs for the OIS/DSE/CIA Division of the SSA Agency

I**T Manager/Sr. Network Administrator** (Contract)

Admiral Gooding Conference (AGC) Center/Intellectechs - Washington, DC

1244 Patterson Ave SE, Building 22, 2nd Floor, Washington, DC 20374

*April 2018 to January 2019*

As the IT Manager/Senior Network Administrator at the Admiral Gooding Conference (AGC) Center my duties include involvement with procurement recommendations and providing IT budgetary advice toupper management along with associated IT related functions. My IT related duties include Planning, designing, building, implementing, managing & improving the current IT Department business/operations model to include IT/Helpdesk assistance for the conference center plus monitoring and responding to hardware and software problems utilizing a variety of hardware and software testing tools and techniques on the backend network and network clients. I provide supervision of installation and configuration of network hardware and software, while also providing network troubleshooting and network related guidance/training and support for hardware and software. I provide and supervise training of Team members and end-users as well when needed.

My core IT duties are focused on conference center support and also managing the backend system to ensure and improve network performance, to supervise system maintenance and availability and to maintain network/data security while ensuring adherence to system policies and procedures of the AGC. Management and maintenance of fault-tolerant storage systems on the Storage Area Network (SAN) via NetApp SAN storage system and management of system backups with Veeam Backup & Recovery for Disaster Recovery (DR)/Continuity of Operations (COOP) efforts

I**T Manager/Sr Network Administrator (Lead)**

Alion Science & Technology Corp - Washington, DC

*February 2008 to April 2018*

In my current position I wear 2 hats. IT Manager and Lead Senior Network Administrator. My duties include management of a $500k+ annual IT Departmental budget, involvement with procurement recommendations and purchase approval decisions along with providing IT budgetary advice to upper management. I supervised IT budget planning sessions for various company projects and subcontract project initiatives along with capacity planning for new contracts as well as for projects that we won the re-bid.

My IT related duties, while at Alion, included Planning, designing, building, implementing, managing & continuously improving the functional IT Department business model. Other duties also included IT/Helpdesk Department Team management along with monitoring and responding to hardware and software problems utilizing a variety of hardware and software testing tools and techniques. I provided supervision of installation and configuration of network hardware and software, while also providing network troubleshooting and network related guidance/training and support for hardware and software. I provided and supervised training of Team members and end-users as well. My core IT duties were focused on managing the system to ensure and continuously improve network performance, to supervise system maintenance, ensure high availability and to maintain network/data security while strictly adhering to system policies and procedures of the company. Development of new or enhanced policies, processes and procedures which my team and I proposed to and approved by management was part of my supervisory tasks. Windows Server Administration (2003/2008/2012). Supervision of new user account creation, re-enabling locked out accounts and disabling/deleting old user accounts was also part of my teams/my tasks using the Microsoft Active Directory (AD) system. Management and maintenance of fault-tolerant storage systems on the Storage Area Network (SAN) via Linux-based Aberdeen Server storage systems and management of system backups with Veeam Backup & Recovery for Disaster Recovery (DR)/Continuity of Operations (COOP) efforts was included too.

My team and I performed complex server maintenance, guidance and performance enhancement initiatives via VMware to the current ESXi Virtualized environment. Maintaining current knowledge of relevant hardware and software applications as assigned while supervising and/or participating in special projects as required. Monitoring and maintaining OSI layer 3 communications (OSI & DoD Layer 2 models) on Cisco Switches and devising platforms to improve efficiency of network communications. I supervised administration/management (planning, designing, implementing, managing and improvement of Wireless & non-Alion LAN communications solutions with adequate security measures) of the guest Local Area Network (LAN) & Wireless Local Area Network (WLAN), subcontractor sub-network and the Audio-Video department's Video Teleconferencing (VTC) system. Twice a month I supervised, reviewed & provided ideas, content and guidance for the design and administration of our Internal Website (which has a multi-floor, 2-click, Printer access/installation map) and then provide/manage content for our Digital Signage Display TVs. I also supervised evaluation, development, and maintenance of the telecommunications systems in-house which includes analog, digital and VOIP systems.

Provided guidance and work leadership to the network & helpdesk technician teams as well as supervise team cross training and courseware development to enhance team performance and to foster an increase in team knowledge and collective awareness of the environment the team supports. I approve and/ or reject time cards depending on what is required. I supervise annual performance goal creation using the S.M.A.R.T. system and approve as well as make supervisory comments on each technician's performance. I am responsible for drawing up a Performance Improvement Program (PIP) and supervising (with constructive feedback) the completion of PIPs for technicians that need to boost their performance.

• Cloud experience has been project based supervision or management of a team providing SaaS services (Cisco WebEx, GoToMeeting) alongside IaaS services with Azure or AWS.

In this role I participated and supervised System migrations, Data migrations, Server upgrades from Windows Server 2003 to 2008 R2 and Datacenter migrations. The I participated and supervised transition to VMware Infrastructure 3.5 (ESX) followed by the transition to vSphere 4.1 (ESXi) then subsequently 5.0/5.1/5.5 which coincided with the Server upgrades from Windows Server 2008 to Windows Server 2012 R2

**Trainer/Instructor**

New Horizons CLC – McLean 22102, VA

*January 2010 to January 2010*

**Contractor under CIBER**

World Bank Group - Washington, DC

*November 2007 to January 2008*

Provided Blackberry end user support for over 1500+ World Bank/IFC local and global clients

**Sr. Network Specialist (Network Engineer IV)**

FAA/Systems Integration Inc - Washington, DC

*October 2006 to October 2007*

Primary function is management of the AHR Head Quarters Domain Network and providing Technical/Network related support to all AHR local and regional users (about 500 +). Also to plan for and make recommendations for LAN device/component enhancements as well as costs for procurement. Secondary function is to serve also as a backup Support to the Helpdesk Manager and Hardware Engineer (PCs and Printers) as well as a backup to the Applications Engineer for COTS Software issues. Performed Security Compliance scans and applied adequate patches to meet Federal standard requirements. Gradually brought LAN up to CMMI level 3 (similar to ITIL) performance from level 1 with intent to go to level 5

**Sr. Systems Tech,Contractor under CIBER**- formerly a contractor under ACS until 12/24/2005)

World Bank Group - 2121 Pennsylvania Ave NW, Washington, DC 20433

*July 2005 to September 2006*

Primary function is providing support for Remote Access and Mobile Services (Blackberry, Treo/Palm devices and other PDAs, Citrix, VPN), Lotus Notes and Network (Wireline and Wireless) related issues as a Remote Access Specialist to all World Bank/IFC local and global clients (1500 +). Also assisted with software support as a Support Generalist for the Software Support Team (MS Office) and COTS Software.

**Network Services Manager**

Faith Technology Group Inc - Largo, MD

*February 2003 to June 2005*

Plan Network Strategies and also provide Technical Training. Procure or build/assemble and test equipment (PCs, Servers, et al.). Assess, plan, implement, monitor, manage, diagnose and repair network based systems/environments for clients (LAN/WAN & WiFi) and provide DSL services. Configured, managed, serviced, repaired and upgraded Windows 2000/XP Pro client PCs and Windows 2000/2003 servers using Active Directory Services & Dynamic DNS for clients that includes mortgage companies, doctors offices, Internet radio/Web based streaming clients, sports management firms, healthcare providers, churches, insurance companies, travel agencies, construction companies and more. Provided LAN connectivity assessments as well as supervised connectivity/wiring of over 300 POS systems for several Lord & Taylor and Hecht's stores between NJ and SC.

**Technical Training Courseware/Presentation Developer (Contract)**

Hughes Network Systems - Gaithersburg, MD

*April 2004 to December 2004*

Part of the Technical training/Courseware development Team (eLearning content contributers) for DirecWay, DirecTV and SpaceWay (technicians, installers and CSRs). Created presentations for classes

**Network Engineer (Contract)**

OpenBand Multimedia - Chantilly, VA

*May 2002 to February 2003*

Provide on/off-site Technical support (hands on and phone support), consulting & guidance/training to Government, Commercial & Residential customers plus Web-based guides you can view this online at: (http://www.openband.net/pdf\_files/TCP-IP\_for\_Windows\_Me.pdf)

Plan, design/redesign, implement, migrate, update/upgrade and manage/monitor various networking structures &OSs. This includes equipment procurement decisions, setup, configuration and repairs. Troubleshooting/resolving various networking/technical problems (Servers, PCs, Macs, LAN/WAN). Office/ Home Office Networking, Home Automation Programming/implementation, etc.

**Contractor/Trainer**

The Engle Group - Arlington, VA

*April 2002 to May 2002*

Provided on-site training to FBI's employees in Microsoft Office 2000 applications. Also provided periodic instructional consulting services the FBI.

**Contractor, Training Dept**

New Horizons' Clients

*February 2002 to April 2002*

Provided on-site and off-site training, for technical and non-technical software applications, to the employees of various clients of the company. Also provided periodic instructional consulting services for various New Horizons' Clients.

**Director, Technical Operations**

Illumitek Inc - Herndon, VA

*November 2000 to April 2002*

First a Project Manager then later a contractor), *11/2000 to 04/2002*

Conceptualized, designed, set up and managed a 36 user/40 node Windows 98, Me, 2000, NT 4.0 and Linux based CAT 5e cable based and redundant 802.11b wireless network. Responsible for Server/ Network equipment procurement and budgeting. Developed company-wide system configuration guidelines for the end users on the network. Developed troubleshooting and system maintenance guidelines for the Servers on the network. Developed troubleshooting and repair/upgrade procedures for Laptop/desktop systems. Developed daily incremental and weekly full backups procedures for critical data. Proposed setting up an intranet website for Illumitek Inc. Then Managed the hardware, software and network/system budgeting/procurement, installation and repairs of the Dell Servers, Dell/ Gateway/HP Desktops, Dell/Sony Laptops and other hardware.

Set up VPN remote access for off-site and mobile sales teams on a Windows 2k based VPN Server.

Monitored network performance to ensure zero down time. Performed daily incremental and weekly full backups of critical data. Provided server and end user system support for the Sales team in a Goldmine 5.0/MS SQL 7.0/MS Exchange 5.5 environment using such admin tools as Terminal Server, Timbuktu 32 Pro, etc. Addressed maintenance problems and increased internal user demand for services by actively working with senior management to highlight technical issues and provide solutions. Supervised contractors involved in Linux/DNS based and Software support/Software Configuration Management projects.

Finally Periodic troubleshooting and system maintenance of the Servers on the network. Then periodic troubleshooting and repairs/upgrade of Laptop/desktop systems. Then set up an intranet website for Illumitek Inc.

**Microsoft Certified Trainer**

Stratford University - Falls Church, VA

*March 1998 to December 2001*

Microsoft Certified Trainer of various technical certification courses (SERVER, TCP/IP, etc.)

**IT Manager**

InLine Software Corporation - Leesburg, VA

*December 1999 to November 2000*

Configured, upgraded and maintained all Linux, Unix and NT hardware systems. Provided NT domain and IIS website administration and performed troubleshooting for the intranet. Maintained the Mail and FTP servers and also provided VPN support/administration. Performed network backups (Veritas), system rebuilds and provided overall technical support. Coordinated various training exercises for the technical and programming staff.

**Sr. Systems Admin (NT & IIS)**

Cable & Wireless USA - Reston, VA

*June 1999 to November 2000*

Administered NT domains (internal) and provided 3rd shift (overnight) NT Systems monitoring, troubleshooting and repairs for the ISO dept. Worked with the Solaris Team, on occasion, doing system repairs (Ultra Sparc 2 & 5 systems). Provided Web server/Website Administration using IIS 3.0 & 4.0 on an NT 4.0 platform and troubleshooting for global customers using HP OpenView, Netcool and the Remedy ticketing system.

Performed server reboots as well as hardware and software installations and upgrades. Contributed to the restructure of the helpdesk and organization of an internal training department. Provided system and customer support for websites and servers. Functioned also as part of a team that put together the new ISO Customer Services Helpdesk documentation, FAQs, SLA policies and procedures.

**Microsoft Certified Trainer & MCSE; Software Trainer**

New Horizons Computer Learning Centers -

2010 Corporate Ridge, McLean, VA 22102Tysons Corner, VA

*June 1995 to March 1998*

Microsoft certified training for MCSE curriculum and office software products too (Microsoft, Wordperfect suite, Lotus Notes suite, Novell Groupwise suite etc)

**Education**

**Executive MBA (Masters) in Business Administration**

Quantic School of Business and Technology - Washington, DC

November 2017 to February 2021

**BS in Mathematics and Statistics**

University of Port Harcourt, Rivers State, Nigeria

1990

**Certifications and Licenses**

CompTIA Security+ (May 2018 to April 2024)

Splunk User Certification (September 2018)

Lean Six Sigma (November 2011)

HIPAA (July 2019)

Skills

• Leadership Experience

• Supervising Experience

• IT Experience

• Root Cause Analysis

• Help Desk

• Active Directory

• Customer Service

• LAN

• VMWare vSphere (4.1/5.x/6.x/7.x)

• Microsoft Windows Server (2003/2008/2012/2016/2019)

• Computer Networking

• DNS

• Problem-solving

• Flexibility

• Team Work

• Reliability

• WAN

• TCP/IP

• Disaster Recovery

• Software troubleshooting

• Network Support

• System Administration

• Teaching

• Crisis management

• Project management

• Negotiation