**Charles Edward Hightower**

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Professional Summary:

Over 28 years of professional experience, including:

* **VMware\Novell SUSE\Windows Administrator, Network Engineer, and Hardware Engineer**

Installs, configures & troubleshoot services on PC, Macintosh (Apples) and Laptops (Dells, HP, and IBM) and Microsoft 2003,2008,2010,2016-R2 server, NetWare Servers on LAN/WAN System, operating application software on Novell 6\6.5, (SUSE Linux 9\10\11), Red Hat Enterprise Linux (RHEL) & Windows 2000\2003\2008\2012 and 2016 server Network Systems.

* IBM Blade Servers\ Center Type 8677\8852\7989 with a Serve Raid controller
* IBM System Storage DS6000 and DS8000 Turbo Shortage Raid Arrays.
* IBM xSystem, x3200, x3400, x3450, x3455 x3500, x3650 with Serve Raid controller
* Dells Power Edge 2950 Power Edge 2950 on EMC 500\700 Dell\EMC CX3-40\80, AX150, CX 300
* HP ProLiant DL 360/380 G4\G5\G6\G7 & G8 with HP Smart Array RAID controllers.
* Maintenance, Configure and firmware upgrade of HP Laser-jet and Color Laser-jet Print i.e.; maintenance kits, roller kits, fusers & fuser kits, memory upgrades & everything for HP Laser-jet repair.
* Understand how to associate applications with other objects within (NDS\eDirectory from Novell 3.11/4.X/5.X.6.X.6.5 and SUSE Linux OES).
* Provide 7 by 24 Network support to Small, Middle and Enterprise size company, Network Operations Centers (NOC) and SAN (storage area network)
* Install, configure, System Upgrade i.e.; BOIS upgrade and use Diagnostics software IBM Server, HP ProLiant Server and Sun Micro-systems server.
* Installs configure & troubleshoot services on VMware 2.x\3.x\4.x\5.x\6.x, vSphere ESXi, and vCenter, VMware Horizon, NSX and ESXi 5.5\6X Server in test and production environment for their product.
* Implementation, building and supporting the enterprise directory infrastructure that is composed of Novell eDirectory 8.8.X with Apache with Tomcat, NMAS, iChain and LDAP Directories.
* Systematical of network design, architecture on the WAN, OSPF, RIP, BGP, VLAN, EIGRP, HSRP, and multi-layer switching, use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.
* Designed, implementation, and management of Novell, Microsoft, SUSE 9\10\11 Linux, UNIX Solaris (UNIX) 8, 9, and 10 (VMware Servers ESXi 2.5\3.X\4.X\5.X, 6.X).

Education/Certification:

1. **The University of Phoenix**, Gardena, California 6/2002

* Bachelors of Science, Information Technology

1. **Monterey Peninsula College**, Monterey, California

* Computer Information System CIS AS Degree 6/1995
* Computer Technology System CTS AS Degree 6/1995

1. **ExecutTrain, Inc**, Irvine, California 5/2010

* VMware vSphere v4 (Fast Track v4) VCP 4

1. **CertFirst-Sai first Corp**, Newport Beach, California 12/2009

* Novell Certified Linux Professional CLP 11
* SUSE 11 Linux Enterprise Fundamental Courses (3101)
* SUSE 11 Linux Enterprise Administration Course (3102)
* SUSE 11 Linux Enterprise Server Administration Course (3103)

1. **New Horizons, CLC**. Burbank, California 7/2004

* Novell Network Management NetWare 6

1. **Information Innovation, Inc.,** San Jose, California 12/2000

* Certified Cisco Design Associate CCDA

1. **New Horizons, CLC**. Tempe, Arizona

* Workstation Management with Z.E.N. Work 3/2000
* NetWare 4.11 to NetWare 5 Update 7/1999

1. **IKON Office Solutions, Corp.,** Phoenix, Arizona 12/1999

* Introduction to CISCO Router Configuration CCNA

1. **Technology Education Center, Corp.,** San Francisco, California

* Intranet NetWare 4.1 Engineer Course CNE 10/1998
* Intranet NetWare 4.1 Administrator CNA 3/1997

1. **Global Knowledge Network, Corp.,** Santa Clara, California
   * Support MS Windows NT4 Core Tech 8/1997
   * Windows 95 Administrator Course 4/1997

**Employment History:**

**SmartSource, Inc** Part-time Las Vegas, NV Feb 2020 to Present

Field Service Technician (Contract)

* IT support for Chase Bank, Cox Communication Stores and Numerous Company , thought out Las Vegas Area
* Installs, configures and troubleshoot Desktop, Sever and Network Equipment for Chase Bank throughout Las Vegas Area. MACD desktop system and ASTEA - Remote Hands (Park Place Various Clients)
* Troubleshoot Kiosk equipment and Services them For Cox Communication Stores throughout Las Vegas Area.
* Installs, configures and troubleshoot Desktop, Sever and Network Equipment for Numerous Company throughout Las Vegas Area.

**Robert Half International,** Las Vegas, NV 89169 May 2019 to Nov 2020

PC technical Support (Contract)

* Technical support specialists are often referred to as computer user support specialists. Their main task is to fix problems with a computer user's hardware or network when they arise.
* Installs, configure, maintain Lenovo, Dells and HP, laptop, Desktop HP Printer and servers.

**Santech Network Solutions**, Van Nuys, California 1/2016 – 1/2018

VMware Administrator\Engineer

* Install, configure and maintain New VMware vCenter Server and 6.5 ESXi, VMware NSX and VMware vSphere, Hyper-visor (ESXi) 6.0 and 6.7 pre (200) client site.
* Using Server Migration Tool: vSphere 6.0 Update 2m to migrant Physical to Virtual Migration i.e. Windows 2008, 2012 and 2016, Red Hat 6 & 7, SUSE Enterprises 11, 12 and Novell OES 1/2.
* Install, configure and VMware Horizon 7 server and desktop.

**Xerox,** El Segundo, CA 02/ 2015 to 12/2015

VMware System\Test Engineer**, (Contract)**

Install, setting and testing up to 150 VMware 5.5\6.0,6.7, vSphere ESXi and vCenter. NSX and ESXi 5.5\ 6X Server in test and production environment for their product. The test environment will be creating test systems using VMware and execute various tests on those systems.

Responsibilities:

* VM administration, setup, cloning, remediation, redeployment VMware ESXi and vSphere ESXi updates ESXi 5.1, 5.5 to 6.0\6.7X
* Hardware monitoring, fault isolation, and component replacement where required
* BIOS flashes on new servers
* UPS refreshes and replacement
* Virtualize or replace aging servers
* Provide expertise in engineering secure networking technical solutions for the Information System within a Visualized environment using VMWare NSX
* Migration of servers from 100 Mbit ports to gigabit ports
* Creation/updates of new/existing server wiki pages
* Familiarity with quality methodologies and standards such as ISO 9000.
* Preferred experience with metric gathering techniques such as function point counting.
* Preferred experience with automated test tools.

**Santech Network Solutions**, Van Nuys, California 12/2001 – 2/2015 VMware\System Administrator\Engineer

* Network Support & Consulting and PC Hardware, Macintosh (Apples) and Laptop and Software Technical Support to Business and School District in Southern California.
* Work with IBM, Compaq, HP, Microsoft, Macintosh (Apples), Novell (SUSE Linux Open Enterprises) and Red Hat Enterprise Linux (RHEL) our Product and Network integration. On IBM\EMC SAN.
* Supporting & consulting customer on their Microsoft Server and Adv. Server, Novell 6.5 and SUSE 10\11\12 Enterprise Servers, Open SUSE, Red Hat Enterprise Linux (RHEL) *VMware Servers 2.5/3.X/4.X/5.X and XEN,* *VMware NSX.*
* Maintenance, Configure and firmware upgrade of HP Laser-jet and Color Laser-jet Print i.e.; maintenance kits, roller kits, fusers & fuser kits, memory upgrades & everything for HP Laser-jet repair.
* Network communication to include: Routing, Firewalls, HTTP/TCP, Intrusion detection, DNS, Network connectivity (LAN\WAN), use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.
* Have a basic understanding of how Novell eDirectory Services 8.7/8.8 works, Identity Management and integrates with ZENworks.
* Provide 7 by 24 Network support too Small to Middle size company, *Network Operations Centers (NOC*) and SAN (storage area network)
* Setup, rebuild and troubleshoot a Novell ZENworks for Desktops\Servers 3, 4, 6, 7, 10 &11 environments.
* IBM xSystem, IBM Blade Servers\ Center Type 8677\8852\7989, on IBM System Storage DS6000 and DS8000 Turbo Shortage Raid Arrays.
* HP ProLiant DL 360/380 G3\G4\G5\G6\G7 & G8
* Test and use Diagnostics software on IBM Server, HP ProLiant Server and SCSI Hard Drive with HP Smart Raid, IBM Serve Raid *Manager.*
* Supporting Web Server by utilizing HTML, JAVA and XML languages.
* Customer Service skills working in a multi-client environment users Remedy.
* Microsoft Windows Server: versions 2000–2016 R2

**Rapid7**, El Segundo, California 06/2013- 07/2013

VMware Administrator (Contract)

System Migration from Qemudo to VMWare 4.1\5.0 with Windows and Linux

Windows Systems

* Create template VMware using Microsoft Deployment Tool (MDT) 2012 Update 1
* Use MDT Task Sequences to manage the initial OS installation
* Create Task Sequences for different templates (Ex. No Updates, Latest Patches, Optimized OS - performance based registry and group policy settings)
* Setup Windows Server Update Service (WSUS) to maintain "patched" systems
* Configure patched-templates to use WSUS for updates
* Linux Systems
* Create template VMs using PXE boot
* Use kick start files to manage the initial OS installation
* Setup an APT proxy to maintain the "patched" systems
* Configure patched-templates to use the APT proxy for updates

**INSIGHT GLOBAL, INC,** SOUTHERN CALIFORNIA 08/2009 – 09/2009

Sr. System Engineer (Contract)

* + Install and configure on 350ea HP Desktop and Laptop with Windows XP and 16ea.HP ProLiant DL 380 G5 Servers with Windows 2008 Servers. At 5 different locations throughout of Southern California.

**IMCNETWORK, INC,** Foothill Ranch, Ca 08/-2009 –

08/2009

SUSE Linux Admin (Contract)

* + SUSE Linux 10.x Software Engineer Consultant to perform general maintenance on 15 of our manufacturing computers. These manufacturing computers execute Linux shell scripts that program and test our network boards.

**PRESERVE CONSULTING INC.** LOS ANGELES, CA 6/2009 – 06/2009

System Engineer

***System Engineer*** (Contract)

**CN-TEC, SACRAMENTO**, Ca 05/2009 – 05/2009

* + Install HP Desktop 500 ea. and ProLiant Servers 20es with Windows XP and Windows 2008 Server.

**NOVELL ENGINEER, IDM, EDIRECTORY, ICHAIN (CONTRACT) 05/2009- 06/2009**

System Administrator

* Install, configure and tested iChain 2.3.29 on Novell eDirectory 8.8 SP3 with DirXML on NetWare 6.5 server.

**CHARTER GLOBAL,** SAN DIEGO, CA 04/2009 – 04/2009

***System Engineer*** (Contract)

* + Install and configure IBM Blade Servers and Center 6ea with Red Hat Enterprise and Windows 2008 server that 2 different locations throughout of San Diego.

**BEYONDTEKIT,** ANAHEIM, CA 01/2009 – 02/ 2009

System Administrator (Contract)

**Perot System St. Joseph Health** System, Anaheim, California 9/2004 – 2/2006 Sr. Network Design Engineer (Contract) Imperium Staffing

* As a member of Identity Management Team worked with the key vendors from Litronic, SAFLink, SecuGen, Precise, Ensure Technologies, Identity Management and Novell (NMAS), iManager uses LDAP to get the various devices installed and running in conjunction with the Novell SecureLogin SSO product.
* Work on Single Sign-on Project Network Support, Consulting, and Desktop Hardware & Software for St. Joseph Healthcare throughout Southern California. SecureLogin fully integrates with your existing infrastructure, whether that is Microsoft Active Directory, Novell eDirectory 8.7X/8.X, Apache with Tomcat, iChain, and *LDAP* v3 compliant eDirectory or even NT4.0 With *Microsoft 2000/2003, Red Hat Enterprise Linux (RHEL), Novell 6.5 & SUSE 9/10* our Product and Network integration.
* Initially login to either a *Novell or Microsoft network but use an LDAP compliant Directory as the data store* the devices that were installed and tested represented a good cross-section of Proximity, Smart Card, and Biometric Devices.
* Test Remedy Identity Management and Novell Secure Login SSO product, in test lad on Dells Power Edge 2950 Power Edge 2950 on EMC 500
* Have a complete understanding of ZENworks and know how to support a mixed ZENworks for Desktops 3 & 6 environment
* Understand version control issues, user and file-system security models, remote desktop management tools, patch management, and Windows registry editing.
* Install, configure, System Upgrade i.e.; BOIS upgrade and use Diagnostics software on Dells Power Edge 2950 Power Edge 2950 on EMC 500\700 Dell\EMC CX3-40\80, AX150, CX 300 Shortage Raid Arrays.
* Strong troubleshooting skills pertaining to LDAP Directory systems, Novell eDirectory 8.7.3\8.8, Active Directory, and Samba. Testing & evaluating in Test lab of Novell 6.5, SUSE Linux 9/10 Enterprise Server, Red Hat Enterprise Linux (RHEL) and Microsoft Server, Windows 2000\ XP and Novell Linux 9X, Novell Network Client, Microsoft Office 2000/XP, GroupWise 6.5 on 100ea *VMware Servers 2.5 & 3.0.*
* Implementation installs, configure and test Cisco Router (6500, 5500, & 2948G) thought out ST Joseph Healthcare, use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.

**LRN Corp** Los Angeles, CA 1/2004 – 7/2004 Sr. System Engineer (IBM Contract)

* Providing Hardware support to customers on IBM NetVista Desktop, IBM xSeries Systems, IBM Blade Servers\ Center Type 8677\8852\7989 including peripherals I/O equipment such as IBM Storage, SAN Switches AND IBM tape libraries etc.
  + Have a solid understanding of IBM storage, IBM Server, and Blade Center and experience of offering Storage Hardware support, use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.
  + Install, Configure, Technical Support, System Upgrade i.e.; BOIS upgrade and use Diagnostics software on, IBM Server, IBM Blade Servers\ Center Type 8677\8852\7989and Sun Micro-systems server at Co-location facilities.

**NonStopNet,** San Jose, California 8/2000 – /2001 System Analyst

* + Work independently as a team member of the 24 hours (NOC) Network Operations Centers. Provide 7 by 24 Telephones and on-site support; level three technical supports, for problem resolutions for onsite field technicians, Network Operations Centers and other departments and personnel as needed.
  + Use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.
  + Writes and submits technical advisory bulletins.
  + Analyze, troubleshoot, and evaluate complex hardware, software, and network problems. Formulate ideas on difficult and highly technical concepts and configurations and convert into clear written and oral presentations.
  + Install, Configure, Technical Support, System Upgrade i.e.; BOIS upgrade and use Diagnostics software on HP ProLiant/Compaq server Sun and Sun Micro-systems server at Colocation facilities
  + Work with Windows NT 4.0/2000 servers, Adv. servers, MS SQL, Novell, *Linux Red Hat 8, 9, Red Hat Enterprise Linux (RHEL), and UNIX Solaris (UNIX) 8, 9, and 10*.
  + Apache servers running on Network Servers and Cisco Router (12000, 7500, & 1600).
  + Customer Service skills working in a multi-client environment.

**Global Crossing**, Phoenix, Arizona 2/1999 – 8/2000 Sr. Network Computing Analyst

* Provide 7 by 24 Network support to Enterprise size, *Network Operations Centers (NOC*) and Region NetWare, of Novell 4.X\5X with Border Manager and Window NT 26 servers.
* Configure, troubleshoot, update and Install all patches to Network servers. Install, maintain, and setup

data Merge and Backup using Seagate Backup Exec. On Novell, NT and Red Hat 6\7server on daily Backup.

* Help to maintain network 550 Users on 400 IBM desktop and 150 IBM ThinkPad support to users on

Windows 95/98, Offices 97, Citric, Norton Ghost 4\5, and Novell 4.X\5.X with ZENworks ver. 2 x, NT workstations, Remedy, 3Com & Intel Network Card.

* Setup, rebuild and troubleshoot a Novell ZENworks for Desktops environment.
* Have a complete understanding of ZENworks and know how to support a mixed ZENworks for Desktops 2 environment.
* Install, configure, Technical Support, System Upgrade i.e.; BOIS upgrade and use Diagnostics software on IBM InetlliStation, HP ProLiant/Compaq server at Colocation facilities.

 Cisco Router (7500, 3600 2926G) Catalyst (4000 & 2926).Maintain a global network communication to include: Routing, Firewalls, HTTP/TCP, Intrusion detection, DNS, Network connectivity (LAN\WAN) (LAW\WAN) of uses 8500 and 9500-node, use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.

* Customer Service skills working in a multi-client environment.

**United Health Care**, Phoenix, Arizona 12/1998 – 2/1999 Network Admin**.** (Contract) Tek System

* Installs troubleshoot and merge Data from Novell.4X to NT4 on company 19 servers.
* Install, configure and setup data, backup using Seagate Backup Exec. On NT4 for daily backup.
* Provide desktop and laptop (Compaq) support to 300 users on Win95, Offices97, Novell4.X, NT and Lotus Notes 4.2.

**Western Digital Corp**. Santa Clara, California 8/1998 – 11/1998 System Administrator (Contract) Tek System)

* Installs, configure, upgrade of PC (Gateway) Network and server from) NetWare 3.X /4.X to NetWare 5.
* Maintain a global network (LAN\WAN) of uses 3500 and 2500-node to NetWare 5.

**El Camino Hospital**, Mountain View, California 5/1998 – 8/1998 NetWare Engineer (Contract) IBM Global Services

* Support a medium size network of Novell 3.X upgrade Novell 4.X LAN environment, change tokening to Ethernet with Intel Network Card,
* Cisco Routes (3600 & 1600) and Cabletron Hub.
* Service, maintain and change all Network Print from tokening to Ethernet.
* Maintain site’s network communication to include: Routing, Firewalls, HTTP/TCP, Intrusion detection, (LAN\WAN) of uses 1200 and 2500-node.

**West Marine Prod**., Watsonville, California 1/1998 – 5/1998 PC Technical (Contract) RHI Consulting

* Install Win95 images on HP Vectra Desktop and NEC Laptops, configure and troubleshoot.
* Setup and configure Office 4.3, Novell Client 32 ver. 2.2, GroupWise 4, McAfee Virus and Norton Ghost 3.
* Customer Service skills working in a multi-client environment.

**Read-Rite Corp. Milpitas, California** 6/1995 – 1/1998 Network Engineer

* Provide support Enterprise size Novell 4.11/NT LAN/WAN environment, including network protocols. Install and configure ARCSERVER 5/6 on 500 servers.
* Assists in install and configure of, Cisco Router (7500, 3600 & 1600) and Cabletron T-Base 10/100 Hub

in 10 located in Bay Area, use of network test equipment such as spectrum analyzers, oscilloscopes, and frequency synthesizers.

* That night monitor, troubleshoots, supports and backup of Desktop Hp Vectra, Macintosh (Apples),

Toshiba Laptops and 500 HP LM/LS/LX PRO Servers.

* Install, configure, System Upgrade i.e.; BOIS upgrade and use Diagnostics software HP LM/LS/LX Server.
* Maintain a global network (LAN\WAW) of uses 6500 and 8500-node.

**Monterey Peninsula College, Monterey, California** 1/1994 – 6/1995 Asst. Lab Tech/PC Tech (Student Aide)

* Provided technical support for Widow3.1, Dos 5\6.0\6.22, and Novell 3.11 on 250 workstations and 3 Server in Computer Lab in 2 class's room.
* Setup, Install and troubleshoot Workstation, Servers, and LAN\Wan on Arcnet Network.

**Montgomery Ward Co.**, Salinas, California 1/1993 – 12/1996 Stereo, TV/Computer Sale Clerk

**Co. A, USAG (US Army)**, Fort Ord, California 6/1970 – 7/1992 Sergeant First Class E-7 U.S. Army

* **79S40 MOS Career Counselor NCO** for 11 years 11 months. Provides Supervision and Management control of Brigade, Battalion, and Company Reenlistment NCO to ensure that execution of US Army Reenlistment Program is IAW AR 601-280. Reviews DA 201 Files of all soldiers, counsel's soldier on option and benefits.
* **45K40** MOS **Armament Repairer NCO** for 10 years 2 months, Perform duties in preceding skill levels, supervises lower grade Soldiers (about 45-60) provides technical guidance to the Soldiers in the accomplishment of their duties. Perform as senior advisory and supervisor of ordnance maintenance and repair crews engaged in DS/GS and depot maintenance on all mechanisms and systems of armament/fire control turrets, artillery, and small arms. Tank M48A1, A3 & A5, M60/M60A1, A2 A3, M1/M1A Artillery M109A1/A3, M110 and Small Arms**.**

**Techni****cal Skill: Operation System**

* Microsoft: DOS, Windows 3.1/3.11 Windows,95 (B/C), 98/98SE, NT4, Windows 2000 Pro, \XP, Vista Windows 7, 8.X and Windows 2010
* Microsoft Server: NT, 2000. 2003, 2008, 2012 and Active Directory/LDAP.
* RedHat Linux: 6, 7, 8, 9 and Enterprises 2, 3, 4, 5 and 6 /LDAP.
* Novell SUSE: 9, 10, 11 and 12 Desktop, Enterprise Server and Open SUSE/LDAP.
* Novell Netware 3, 4 5, 6 and 6.5. OES with NDS/eDirectory.
* VMware 2.5, 3x,4x,5.x and 6X; Horizon 7 (with View), VMware vROps, VMware vRealize Automation
* Solaris (UNIX) 8, 9, and 10.
* Macintosh **(**Apple's) Mac OS X 10.3, Mac OS X 10.4, Mac OS X 10.5, Mac OS X 10.6, Mac OS X 10.7

Hardware

* IBM Laptop, Desktop, eServers and Blade Servers\ Center Type 8677\8852\7989.
* IBM xSystem, x3200, x3400, x3450, x3455 x3500, x3650***,***
* HP Laptop, Desktop and ProLiant Servers, DL 360/380 G2\G3\G4 &G5.
* Dell Laptop, Desktop and Servers Power Edge.
* SAN: IBM System Storage DS6000 and DS8000 Turbo Shortage Raid Arrays.

**•** SAN: EMC 500\700 Dell\EMC CX3-40\80, AX150, CX 300.

* Cisco Switch and Router,
* Maintenance, Configure and Firmware upgrade of HP LaserJet and Color LaserJet Print.