**Charles Wilson**

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**IT Support / Network Technician**

* Talented systems administrator offering six years of experience in a Microsoft Server 2003 and Server 2008 environment.
* Solidly credentialed — achieved MCSA 2003, VCP 4.1.0, A+, Network and Security + ITIL v3, presently working toward MSCA 2016, Azure 900, Cisco CCNA
* Strong grasp of computer security, assorted operating systems, numerous applications and mixed platforms.

**Expertise**

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| --- | --- |
| * Systems and Network Administration * System Security, Backup and Recovery * Server Administration and Repair * Mixed-Platform Environments * Technical Infrastructure (LAN/WAN/VPN/NOC) | * Workstation Installation/Configuration * User Training and Support |

**Education**

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| --- | --- |
| **The Chubb Institute, Villa Park, IL**  Diploma, Network Engineering & Data Communications Jan 2001to June 2001 | **Governors State University, University Park, IL May 1996 to June1998**  Diploma, Bachelors of Arts & Minor Communications |

**Technology Summary**

TCP/IP; DNS; DHCP; WINS; SMTP; NFS; VMware vSphere; basic configuration of Cisco routers, hubs and switches,

Symantec Antivirus, Microsoft Security Essentials, PC Tools Firewall, Sophos Personal Firewall, Internet Security, Solar winds, Double Take, Lan Desk, Commvault

Symantec backup, Symantec Ghost MacAfee Antivirus, Lotus Notes, Oracle VMware, Macintosh OSX, Linux OS, Remedy,

**Professional Experience**

Apex Consultant/ SWG Jun 2019 to Feb 2021

**NOC Tech**

* Providing 24x7 monitoring support for company network infrastructure using various monitoring tools
* Created and monitor Remedy incident handling for day to day alarms and change request and E-form
* Involving with troubleshooting activities of servers, storage, networking devices & escalate the issues accordingly
* Verified and resolve Phishing Email using cyber security tools

Apex Consultant/ SWG Apr 2017 to Jun 2019

**Desktop Support Tech**

* Provide technical and procedural support in response to an incident or request a change
* Maintain, test, debug and troubleshoot equipment, hardware and software to determine operating problems and cause before asset deployment
* Setup and configured and decommissioned equipment to keep inventory accurate for Asset management
* Demonstrate effective and appropriate communication skills through tact and courtesy with internal and external customers

Judge Technology Group / Nov 2015 to Jan 2017

**Field Support Engineer**

* Migrate workstation and user profile to new domain using scripting and setup packages.
* Setup new Active Directory Server to network at various sites.
* Setup and configured network equipment at sites.
* Setup and configured UPS at sites.
* Troubleshoot user migration and application and networking issues associated with migration.

Northwestern University Kellogg Business /LaSalle Network Aug 2014 to Feb 2015

**Desktop Support Technician**

* Provide first level customer-service oriented hardware and software support and maintenance for Windows and Mac systems.
* Diagnose and resolve technical problems in an expeditious manner, recommending systems and process modifications to reduce user problems.

Northwestern Memorial Hospital / Insight Global Consulting May 2014 to Aug 2014

**Desktop Support**

* Provided remote troubleshooting VPN support via RSA authentication
* Performed phone support for Hospital staff using HIPPA compliance
* Performed phone support for Patient using HIPPA compliance regulations
* Responsible for installing, configuring, troubleshooting, administrating desktop application

Jenner & Block / Insight Global Consulting Feb 2014 to May 2014

**Desktop Support**

* Provided on-site and remote troubleshooting VPN support
* Performed setup of printer, telecommunication devices
* Responsible for installing, configuring, troubleshooting, administrating desktop application
* Responsible for Active Directory password reset

JPMC Datacenter / Randstad Consulting

**Data Center/Site Engineer** Nov 2013 to Feb 2014

* Provided on-site and remote troubleshooting and diagnosis of network devices
* Performed upgrades, configuration maintenance, and repairs of hardware and software
* Responsible for installing, configuring, troubleshooting, administrating and maintaining Servers, Networking equipment
* Responsible for server implementation, support and decommissioning servers
* and networking equipment in data center.

**DHS/USCIS Mindbank Consultant** Mar 2013 to Aug 2013

System Administrator

* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, in a Microsoft 2003 2008 environment, systems and key processes, reviewing system and application logs, and verifying completion of scheduled daily backup jobs.
* Responsible for administration of SCOM alert, server patching to adhere to Government Standard
* Responsible for remote site maintenance and monitoring using Solar winds
* Install and configure systems such as supports DHS infrastructure applications and Asset Management applications.
* Contribute to and maintain system standards following server hardening model
* Assign configuration of authentication and authorization of AD services.
* Maintain network, file and printer servers,

**Housing Authority County of Cook** Feb 2012 to November 2012

**Network Administrator**

* Preformed network configuration of DHCP, DNS and Domain Controller server
* Responsible for setup and maintenance of DR site and file replication using double take
* Responsible for HACC Website maintenance using HMTL editor
* Responsible for SAN Storage maintenance, setup and replication to DR site
* Maintain virtual network servers and file and print servers, in Windows Server 2008
* Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smart phones, software deployment, security updates and patches.

**Housing Authority County of Cook** Feb 2008 to Feb 2012

**Help Desk/System Administration**

* Responsible for 250 user in Virtual environment using AD in Windows Server 2008
* Deployment New VMware virtual environment and migration of data
* Assign configuration of user authentication and authorization of AD services.
* Responsible for running Tape Backup using Ultrabac client software
* Preformed admin role for Blackberry services
* Preformed admin role for PBX Mitel telecom system
* Responsible for Certification of all user in compliance within HUD guidelines

**Fitch Ratings** November 2002 to Feb 2008

**Level 2 Technician Promoted from End User Support**

* Deployment of desktop images via Livestate client,
* Responsible for running Tape Backup
* Preformed admin role using AD in Windows Server 2003 environment.
* Preformed desktop support for local office and five remote sites.

**Information Technology Consultant** Jan 2001 to Nov 2002

* Preformed migration of Windows 9x and NT workstations using Altiris software
* Quality check to assure complete transfer of profile and setting of outlook file from exchange server
* Equipment created detailed network and telecommunication diagram and topologies.
* Setup, imaged and deployed desktop and laptop for client as part of disaster recover.

**Housing Authority County of Cook** Dec1998 to Jan 2001

**MIS Associate Promoted from Computer Operator**

* Installed and configured hardware, software and computers for South Suburb offices
* Maintained Mac Donnell Douglas System and off-site equipment (modems and printers)
* compiled various reports for associates using the CCS Database