# Peter Charles

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Cloud Operational Support Analyst

**SUMMARY:**

* Bachelor’s degree in Computer and Communication Networks
* MCSE ( Microsoft Certified Solutions Expert: Windows Server 2012), Microsoft
* 10 years working experience in an operational or administrator support role, e.g., install, configure, operate, and maintain systems hardware and software for Windows/Linux servers include VMs and network devices
* 5 years of experience with virtualization systems (VMWare, Hyper-V), cloud IaaS deployments and cloud services; e.g., install, configure, maintain, backup, restore VMs in VMware/Hyper-V; in Centennial College, had project experience to Develop and Deploy Smart IV Cloud Service in Microsoft Azure Cloud,

VMware Certification:

* VCP-Cloud (VMware Certified Professional Cloud), VMware, Inc.
* VCP5-DCV (VMware Certified Professional 5 Data Center Virtualization), VMware, Inc.
* VCP5-DT (VMware Certified Professional 5 Desktop), VMware, Inc.
* Experience working with monitoring and management systems (SCOM, Nagios, Zabbix, Icinga2)
* 5 years’ experience in SQL database methods for system operation, backup and restore
* 10 years’ experience with supporting advanced Windows server environments, e.g., Active Directory trust relationship, Group Policy, PowerShell, DNS, DHCP, Radius, Certificate Services
* 10 years’ experience of Windows Active Directory from 2003 to present
* 10 years’ experience with supporting LINUX server environments; e.g. install packages, configure network and firewalls, deploy LAMP servers.
* Knowledge and experience administering Citrix Xen App and NetScaler deployments
* 10 years’ experience with networking include segmentation and device access; such as VLAN, ACL, routers, switches, firewalls;

Network Certification:

* CCNP (Cisco Certified Networking Professional), Cisco Systems, Inc.
* CCNA Security (Cisco Certified Network Associate Security), Cisco Systems, Inc.
* 5 years’ experience of Cloud services and offerings from Azure, AWS, Google
* Project experience of implementation and operation of IaaS environments using the OpenStack portal; e.g., in ADR, Build OpenStack Private Cloud in VMware
* 5 years’ experience of storage protocols and storage systems, such as iSCSI, NAS, EMC VNX storage system

Storage Certification:

* EMCISA (EMC Proven Professional Information Storage Associate), EMC
* Strong multi-tasking skills and abilities to handle changing priorities in a fast paced and dynamic environment
* Flexible to shift work and travel

**PROFESSIONAL EXPERIENCE:**

**Centennial College, Toronto, Ontario System Administrator 2015-2016**

* Evaluate, deploy and maintain various industry leading Server and Storage systems.
* Plan capacity, develop solutions, deploy & operationalize the infrastructure for service and new projects.
* Systems Security & Risk Mitigation.
* Build and manage Virtual Computing in various Private and Public Cloud setups.
* Help build and operate IAAS & Cloud Services for internal business units.
* Maintain systems integrity and conduct data analysis to optimize systems performance.
* Translate business requirements into technical requirements, coordinate tasks and submit regular status updates to management and business users.
* Develop/maintain documentation of system inventory, designs, operating procedures and escalation matrix.

Project: Design and Implement VMware Cloud

Technology: VMware vCenter/ESXi, vRealize Automation, NSX, Windows Server 2012, NFS, iSCSI, vPC, VSAN,

Device: Cisco UCS C220 M3 Rack Server, Dell PowerEdge R920**,** Cisco Nexus 7009/5548UP/2232 Fabric Extender/1000v, NetApp FAS2552 Storage, Cisco 800 Router, Cisco Catalyst 6880-X/3850/2960-X Switch

Project: Develop and Deploy Smart IV Cloud Service in Microsoft Azure Cloud

Technologies: Microsoft Azure Cloud, Web App, C, C#, WCF, WPF, Cloud Message for Android and IOS, MySQL

Project: Develop and Deploy Community Exercise Messaging System for Centennial College

Technologies: Microsoft Azure Cloud, Web API, JavaScript, Cloud Message for Android and IOS

**ADR (Accurate Data Recovery), Toronto, Ontario System Administrator 2012-2015**

* Administer & support VMware in private cloud infrastructure
* Administer & support Windows and Linux
* VMware/Windows/Linux Data Recovery

Project: Build OpenStack Private Cloud in VMware

Technologies: OpenStack, VMware ESXi, Windows Server 2012, Linux, Storage

**RBC Financial Group, Toronto, Ontario System Administrator 2011**

* Evaluate, deploy and maintain various industry leading Server and Storage systems.
* Plan capacity, develop solutions, deploy & operationalize the infrastructure for service and new projects.
* Systems Security & Risk Mitigation.
* Build and manage Virtual Computing in various Private and Public Cloud setups.
* Help build and operate IAAS & Cloud Services for internal business units.
* Maintain systems integrity and conduct data analysis to optimize systems performance.
* Translate business requirements into technical requirements, coordinate tasks and submit regular status updates to management and business users.
* Develop/maintain documentation of system inventory, designs, operating procedures and escalation matrix.

Project: Deploy Servers in VMware

Technologies: VMware vCenter, Windows Server 2008, Active Directory, Group Policy, NAS, NFS, iSCSI, vPC

Device: Cisco UCS 5108/B200 M3 Blade Server/C220 M3 Rack Server**,** Cisco Nexus 7009/5548UP/2232 Fabric Extender/1000v, EMC VNX 5200 Storage, Cisco 800 Router, Cisco Catalyst 6880-X/3850/2960-X Switch

Project: Automate VMware VMs daily report

Technologies: VMware vCenter/ESXi, Windows Server 2008, Active Directory, Group Policy, SQL Server, C#

Project: Automate Daily Medium High Risk Report from Oracle BI to SharePoint

Technologies: Windows Server 2008, Active Directory, Group Policy, PowerShell, SharePoint, Oracle BI, IIS, C#

**World Service Cargo, Toronto, Ontario System Administrator 2009**

* Administer & support VMware
* Troubleshoot, administer and optimize Microsoft Windows servers
* Work with various service providers & vendors to troubleshoot and continually improve IT infrastructure.

Project: Developed Web Application integrated with Oracle

Technologies: Java servlet, Red Hat, Oracle, Tomcat, Apache,

Project: Enhance Wireless Network Security.

Technologies: Windows Server 2008, TCP/IP, DNS, DHCP, Active Directory, Group Policy, PKI, 802.11a/b/g

**A2AWeb Solution Inc., Toronto, Ontario Web Developer 2008-2009**

* Maintain Web hosting and develop web applications

Project: Developed Web Application integrated with SQL database

Technologies: Javascript, Python, C#, Windows Server 2008, IIS, SQL Server

**China Telecom, China Senior Network Engineer 1998-2008**

* Evaluate, deploy and maintain various industry leading Server and Storage systems.
* Plan capacity, develop solutions, deploy & operationalize the infrastructure for service and new projects.
* Systems Security & Risk Mitigation.
* Build and manage Virtual Computing in various Private and Public Cloud setups.
* Help build and operate IAAS & Cloud Services for internal business units.
* Maintain systems integrity and conduct data analysis to optimize systems performance.
* Translate business requirements into technical requirements, coordinate tasks and submit regular status updates to management and business users.
* Develop/maintain documentation of system inventory, designs, operating procedures and escalation matrix.

Project: Build Telecom Data Center

Technologies: VMware vCenter/ESX, vSphere, Windows/Linux Server, Active Directory, Group Policy, SQL Server

Project: Internet service network system Extension

Technologies: DNS, DHCP, FTTB (Fiber to the Building) +LAN, ADSL

Devices: Routers, Switches, Firewall

**EDUCATION/Certifications:**

* Computer and Communication Networks, Bachelor's Degree, Centennial College
* Computer Systems Technology – Networking , Advanced Diploma, Centennial College

**VMware**

* VCP-Cloud (VMware Certified Professional Cloud), VMware, Inc.
* VCP5-DT (VMware Certified Professional 5 Desktop), VMware, Inc.
* VCP5-DCV (VMware Certified Professional 5 Data Center Virtualization), VMware, Inc.

**Windows Server**

* MCSE ( Microsoft Certified Solutions Expert: Windows Server 2012), Microsoft

**Data Center**

* CCNA Data Center (Cisco Certified Network Associate Data Center), Cisco System, Inc
* Cisco Data Center UF Support Specialist, Cisco Systems, Inc.
* Cisco Data Center Unified Computing Design Specialist, Cisco Systems, Inc.
* Cisco Unified Computing Technology Design Specialist, Cisco Systems, Inc.
* Cisco Unified Computing Technology Support Specialist, Cisco Systems, Inc.

**Storage**

* EMCISA (EMC Proven Professional Information Storage Associate), EMC

**Network**

* CCNP (Cisco Certified Networking Professional), Cisco Systems, Inc.
* CCNA Security (Cisco Certified Network Associate Security), Cisco Systems, Inc.

**Java**

* SCJP (Sun Certified Java Programmer), Sun microsystems

**Telecom**

* Senior Telecom Engineer, China Telecom

The 21st – Century Elite, China Telecom