# Peter Charles

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**SUMMARY:**

Must Haves:

* Financial Industry - 3 years
* Experience with CISCO equipment – 3+ years; e.g., routers (Cisco 800/ASR 1000/), switches(Cisco Catalyst 6880-X/ 6500/4500-X/3850/3650/2960-X, Nexus 2000/5000/7000 Switch)
* Use of monitoring tools – 2+ years; e.g., Nagios, OpenNMS, Fiddler, WireShark
* Firewalls – 2+ years; e.g., Cisco ASA 5516-X, DMZ, VPN, IPS,IDS, DDoS
* Network Support – 3+ years; e.g., Access/Distribute/Core Layer, VLAN, DHCP, DNS, NAT, OSPF, BGP

Nice to Haves:

* Shift work – 2+ years
* ITIL Incident and Problem management – 3+ years
* ITIL Change process – 3+ years

Education/Accreditation:

* CCNP (Cisco Certified Networking Professional)
* CCNA Security (Cisco Certified Network Associate Security)
* Technical Troubleshooting--3+ years’ experience of approaches, tools and techniques for anticipating, recognizing, and resolving network problems.
* Extensive Work Experience:
* Service Excellence--3+ years’ experience to understand customer needs and expectations, provide excellent service in direct and indirect manner, and fulfill customer expectations.
* Customer Service Management--3+ years’ experience of tools and techniques for maintaining an environment where all understand, and are committed to, providing excellent service to internal and external customers.
* Problem Solving--3+ years’ experience of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems.
* Managing Multiple Priorities--Ability to manage multiple concurrent objectives, projects, groups or activities. Effective judgment in prioritizing and time allocation.
* Hardware Infrastructure--3+ years’ experience with hardware technology and the global, regional and local hardware architecture.
* Core Application Systems--3+ years’ experience of major production application systems used for delivery of services to internal and external clients.
* Written Communications--Ability to produce a variety of business documents that demonstrate command of language, clarity of thought and orderliness of presentation.
* Oral Communications--Ability to express oneself and communicate with others verbally; recognizing that verbal communication is more than just language - it includes tone, style and structure.
* Decision Making and Critical Thinking--Knowledge of tools and techniques for effective use of a broad range of factors, assumptions, frameworks and perspectives when solving problems.
* Excellent oral, written and interpersonal skills.

**PROFESSIONAL EXPERIENCE:**

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

* Investigate OVO alerts and initiate corrective action as required.
* Answer calls and emails from clients, support groups or system engineers and action accordingly.
* Identify and verify network events, resolving the issue or escalating to support teams and providing assistance as required.
* Participate in conference bridges during major outages and organize technical resources for service recovery prior to handing off to incident manager (opening incident tickets, check system documentation).
* Log and document production problems; identify recurring problems and recommend preventative measures.
* Interact with network support staff to maintain a responsive and available network infrastructure.

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

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

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**China Telecom, China Senior Network Engineer 2003-2008**

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**EDUCATION/Certifications:**

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

**Network**

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

**Telecom**

* Senior Telecom Engineer, China Telecom
* The 21st – Century Elite, China Telecom

**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.

**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

**Storage**

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

**Java**

* SCJP (Sun Certified Java Programmer), Sun microsystems