Charles DeVries
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SKILLS SUMMARY

More than 14 years of experience in system analysis and administration in HVAC, civil engineering, process engineering, telecom and construction corporations. Strong background in business workflow analysis, systems implementation, Sarbanes audit compliance, disaster recovery planning, executive level support, and user training. Experience in major business systems, IT project planning and management, multiple types of operating hardware and software.

EXPERIENCE

Comfort Systems USA   10/03-3/13
Business Systems Engineer

- Systems administration and design of Citrix Xen, Metaframe XP, and Presentation Server farms, including DR design, database administration (Access and MySQL/through Citrix), application publishing, applications troubleshooting, print system administration and troubleshooting, profile management and user setup.

- Systems administration of national accounting system including DR design and testing, database administration (Progress), operating system maintenance (AIX), user setup and security setup for accounting system users, Sarbanes/Oxley compliance, Citrix distribution across company intranet, and end-user incident coordination with accounting software vendor.

- Project design coordinator for ETL (Extraction, Transformation, and Loading) software. Coordinated end user needs with programming and system consultants to create a system that pulls general ledger and percent of completion reports from various accounting systems to one common web interface. This project utilized my skills in Linux Red-Hat ES3, Oracle 10i, Web Focus, database connectors, Apache web server, Tomcat, and report generators. Additional duties were coordination with consultants on developing DR design and testing of database and database administration (Oracle 10i), developing DR design and testing of operating system (RH-E3), and troubleshooting. Coordinated process creation in conjunction with CAO, controllers, company presidents, consultants, and regional controllers.

- Maintained corporate website that was a RH-E3 system running Zope and Plone software on a post configuration basis. Managed all changes to internal and external websites. Coordinated with external graphic artists to procure graphic changes to website. Responsible for posting all updates including vital accounting reporting information as well as general company information.

S&B Infrastructure / S&B Engineers and Constructors   10/98-10/03
Business Systems Administration

- Citrix server administration for remote user secure login consisting of a single server, single farm, multiple application environment. Duties included DR testing, administration, user administration, and maintenance.

- System administration for various engineering software applications such as AutoCAD, Microstation, Flowpipe, and ARCimaging software.

- National system administrator for document management system (Xerox Docushare). Coordinated a move from paper record storage to electronic storage to reduce real estate costs of storing employee file history. Implemented design of storage hierarchy. Educated end users on work flow process of entering documents into system and managing the documents afterward. Designed the company wide security and access for the system. Managed scanning hardware at various jobsites remotely.

- Implemented and administered BES blackberry server on Exchange 5.5 environment. Ran wireless telecom distribution including procuring, troubleshooting, and product testing for Blackberry, Nextel (direct-connect) and wireless networking capabilities for Palm and Ipaq devices.

- Coordinated user training seminars on various systems supported by the company. Developed itinerary, coordinated classes and testing for all business systems. Trained IT staff in different departments about various troubleshooting theory and procedures.
- Managed helpdesk and coordinated follow up with various techs. Solely managed executive helpdesk and crisis level helpdesk calls.

CCI – Software support (Formerly Matrix Marketing, Software Support International) 7/95-10/98

Call Team Supervisor

- Maintained training and productivity of a team of 24 coworkers in an international call center. Reported to call center director with call metrics, customer satisfaction reports and crisis level call issues
- Level II support for companies such as Gateway, Toshiba and AST.

SYSTEMS PROFICIENCY

Hardware

All PCs, servers, printers, mobile devices, audio-visual and cellular. Ability to adapt to any type of hardware.

Business Systems

Citrix, Unix/Linux, Windows 2000/2003/2008/2008 R2 servers, Oracle 10i, Progress, multiple accounting systems, Active Directory administration, Exchange administration, various backup software and ability to administer proprietary software with little learning time.

PC Software

Proficient in Office, HTML, Dream Weaver/Flash, Adobe products, telnet emulators, FTP software and ability to adapt to any operating system or application.

EDUCATION

C-TREC Classes taken: Unix Administration, Citrix Administration, Microsoft Access 10/3,11/4,5/6

A.S. Computer Science - College of the Mainland, Texas City, TX 12/95