

**Charles DeVries**  
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## **SUMMARY OF QUALIFICATIONS**

More than 20 years of experience in systems analysis, administration, and IT management. Managed teams involved in all aspects of applications support, enterprise data architecture, and development. Strong background in business workflow analysis, application to process alignment, user and application security, Sarbanes audit compliance, disaster recovery planning, executive level support, and user training. Experience in major business systems, IT project planning, and multiple types of operating hardware and software. Strong expertise in implementing multi-tiered enterprise applications.

## **PROFESSIONAL EXPERIENCE**

### **The Brock Group**

IT Manager of Applications and Development

10/2013 - 08/2018

- ❖ IT Manager of a team dedicated to applications support, data architecture, and development. Some of the roles on my team were; DBA, Web Developer, SharePoint Administrator, Salesforce Architect, Service Now Architect, Applications Support Specialists, SSIS/SSRS/ETL Specialist, and Business Analysts. Part of managing the team was understanding the needs of the individual operating units and departments then determining what application or process we could utilize to increase their efficiency.
- ❖ Completed several application implementations. Designed and implemented the Estimating and Project Controls environments for the application Hard Dollar. This included process discovery, system design, contract negotiations with vendors, training, and planning of application integration with other systems. Created various mobile apps for our HR department for our recruiting sites to help manage employee onboarding. These applications were Microsoft PowerApps utilizing SQL DB backends and Microsoft Flow.
- ❖ Coordinated weekly individual and group meetings to discuss challenges and create strategies to remove barriers that inhibited efficiency. Encouraged employee technical and soft skill development with multiple company funded training courses. Mentored my team to create a career path based off their specific strengths and talents.

### **Houston Metropolitan Chamber of Commerce**

06/2013 - 10/2013

- ❖ General IT consulting for all aspects of their IT environment. (Web, e-mail, social media, e-commerce, accounting software, backup/recovery, setting up vendor relationships, and training on processes.)
- ❖ Hctor Financial - Web design and social media consulting.

**Comfort Systems USA**  
Business Systems Engineer

10/2003 - 03/2013

- ❖ Systems administration and design of Citrix XenApp, Metaframe XP, and Presentation Server farm. This includes user and application security, Active Directory integration, DR design, database administration (Access and SQL SE/through Citrix), application publishing, applications troubleshooting, print system administration and profile management, troubleshooting, and user setup. This role also involved developing procedures that adhered to Sarbanes-Oxley compliance and were audited internally.
- ❖ Performed Citrix XenApp server upgrade from 4.5 to 6.5 including full project management, testing, design, troubleshooting and coordination. Worked with the accounting team to coordinate testing of the accounting package published on the new farm.
- ❖ Systems administration of national accounting system this includes user setup and security setup for accounting system users, DR design and testing, database administration (Progress), operating system maintenance and security(AIX), Citrix distribution across company intranet, Sarbanes/Oxley compliance, and end-user incident coordination with accounting software vendor.
- ❖ Project design coordinator for 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 utilized my skills in Linux Red-Hat ES3, Oracle 10i, Web Focus, database connectors, securing data down to authorized users, and report generators. Maintained corporate website that was a RH-ES3 system running Zope and Plone software on a post configuration basis.

**S&B Infrastructure/S&B Engineers and Constructors**  
Business Systems Administration

10/1998 - 10/2003

- ❖ Citrix server administration for remote user secure login. Responsible for publishing apps, setting up users, app security, user security, printing issues, and general troubleshooting.
- ❖ System administration for many various engineering software applications such as AutoCAD, Microstation, flowpipe, and ARCimaging software.
- ❖ National system administrator for document management system (Docushare). Coordinated a move from paper record storage to electronic storage to reduce real estate costs of storing employee file history for construction workers. 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. Other duties included DR testing, administration, and user/access management.
- ❖ Managed scanning hardware at various jobsites remotely.
- ❖ Implemented and then administered BES Blackberry server on the 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. Also trained other IT people 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.

## **EDUCATION / TRAINING**

**College of the Mainland**  
A.A.S. in Computer Science

08/1990 - 05/1992