

**Charles S. Saliba III**  
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## OBJECTIVE

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To obtain a position with a leading-edge organization that will utilize my technical knowledge, strong customer service skills, organizational abilities, and business experience to improve product performance and customer reference.

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## EDUCATION

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**Bachelor of Science in Business Administration**  
Concentration: Management Information Systems  
*Auburn University, Auburn, Alabama*

May 2002

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## EXPERIENCE

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**Auburn University, Auburn, Alabama**  
*Specialist IV, Information Technology*

May 2001 - Present

- Implement and support Oracle 11g RDBMS as part of a new donor management system
- Assist in management of VMWare environment / Active Directory domain with 20+ Microsoft Windows Servers
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Conduct research on desktop, server, network, and peripheral products in support of procurement and development efforts. Evaluate and recommend products for purchase.
- Interact and negotiate with vendors, outsourcers, and contractors to secure IT products and services.
- Act as an Administrative Computing Coordinator between distributed IT and central IT unit.
- Assist with creation and management of Touchnet uStores and uPay sites for various departmental ecommerce projects
- Perform on-site analysis, diagnosis, and resolution of complex desktop and server problems, and recommend and implement corrective solutions.
- Receive and respond to incoming calls and/or e-mails regarding desktop and server problems, including after hours and weekends.
- Assist in supervision and provide guidance and/or training to members of the help desk team.
- Provide Level 3 support for the help desk staff and end users.

**Personal Consulting, Various Locations**

January 2004 - Present

- Assisted consumers and small businesses to determine and implement their technology needs

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## SYSTEMS PROFICIENCY

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### Hardware

IBM xSeries / iSeries / pSeries / Bladecenter, Dell / IBM / HP Desktops & Laptops, IBM / HP Desktop & Network Printers

### Operating Systems

Windows 2000/XP/Vista/7, Windows Server 2000/2003/2008, IBM OS400, AIX 6/7

### Software

Microsoft Office 2003/2007/2010, Microsoft Expression, Internet Explorer, Mozilla FireFox, Google Chrome, Symantec Ghost, Novell GroupWise, Checkpoint Firewall R75, Remote Administrator, Dameware Utilities, Microsoft IIS, Adobe Acrobat Professional, Microsoft SQL Server 2000/2005/2008, Microsoft WSUS, OpenSSH, IssueTrak, Camtasia Studio, Microsoft Active Directory, Oracle RDBMS, SQL Developer, PL/SQL Developer

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## AWARDS

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Auburn University - Employee of the Year

June 2009

Auburn University - Spirit of Excellence Monthly Award Winner

August 2008

Auburn University - Office of Development - Spirit of Excellence Award Winner

May 2008

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**CERTIFICATIONS**


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**SANS Institute**

GIAC Security Essentials Certification (GSEC)	2008
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**Microsoft**

Microsoft Certified IT Professional: Enterprise Support Technician – Windows Vista	2008
Microsoft Certified Technology Specialist – Windows Vista - Configuration	2008
Microsoft Certified Systems Engineer – Windows Server 2003	2006
Microsoft Certified Desktop Support Technician – Windows XP	2006
Microsoft Certified Systems Administrator – Windows Server 2003	2006
Microsoft Certified Professional – Windows XP	2005

**CompTIA**

Network+	2006
Security+	2006
A+	2006

**Dell**

Dell Certified Systems Engineer	2006
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**CONFERENCES**

Oracle OpenWorld 2011 – San Francisco, California	October 2011
Oracle OpenWorld 2010 – San Francisco, California	September 2010
Oracle OpenWorld 2009 – San Francisco, California	October 2009
Microsoft Tech-Ed IT Professionals – Orlando, Florida	June 2008
SANS Security West 2008	May 2008
DialVision Telemarketing Software Training Conference – Denver, Colorado	July 2007
Microsoft Tech-Ed – Orlando, Florida	June 2007
COMMON Conference & Expo (IBM iSeries) – Anaheim, California	May 2007
WinConnections – Las Vegas, Nevada	November 2006
Microsoft Tech-Ed – Boston, Massachusetts	June 2006
IBM iSeries Technical Conference – Miami, Florida	October 2005
Microsoft Tech-Ed – Orlando, Florida	June 2005
WinConnections – Orlando, Florida	October 2004
DialVision Telemarketing Software Training Conference – Honolulu, Hawaii	July 2003
COMMON Conference & Expo (IBM iSeries) – Indianapolis, Indiana	March 2003

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**CLASSROOM TECHNICAL TRAINING****SAP**

SAP BusinessObjects Enterprise XI 3.0/3.1: Administration & Security	April 2011
SAP BusinessObjects Enterprise XI 3.0/3.1: Administering Servers - Windows	April 2011

**IBM**

AIX 6.1 Basics	April 2009
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**Oracle University**

Database 11g: Performance Tuning	December 2008
Database 10g: Security Release 2	November 2008
Database 10g: Backup and Recovery	November 2008
Database 11g: Administration Workshop II	October 2008
Database 11g: Administration Workshop I	September 2008
Database 11g: Introduction to SQL	September 2008

**SANS Institute**

Intro to Web Application Security – Developer 319	June 2009
Security Essentials Bootcamp – Security 401	May 2008

**Global Knowledge**

Advanced IT Pro Course for Microsoft SharePoint Server 2010	October 2010
Implementing and Maintaining Windows Vista	December 2006

**Microsoft**

Windows 7 Support for Support Professionals and Server 2008 R2 (Mark Minasi)	October 2009
Maintaining a Microsoft SQL Server 2005 Database	August 2006
Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services	July 2006
Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure	July 2006
Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	March 2006
Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts	February 2006
Maintaining a Microsoft Windows Server 2003 Environment	February 2006
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure	September 2005
Managing a Microsoft Windows Server 2003 Environment	April 2005
Implementing and Supporting Microsoft Windows XP Professional	March 2005