

**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**

May 2002

Concentration: Management Information Systems

*Auburn University, Auburn, Alabama*

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## EXPERIENCE

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**Auburn University, Auburn, Alabama**

May 2001 - Present

*Specialist IV, Information Technology*

- 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.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment.
- Accurately document instances of desktop and server equipment or component failure, repair, installation, and removal.
- Conduct research on desktop and server products in support of procurement and development efforts. Evaluate and recommend products for purchase.
- Ensure adequate network connectivity of all workstations, servers and peripherals.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Install and manage Active Directory domain with 20+ Microsoft Windows Server 2003 Servers
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Assist in supervision and provide guidance and/or training to members of the help desk team.
- Provide Tier 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 iSeries 830 & xSeries Servers, Dell Dimension & Optiplex desktops, Dell Latitude laptops, IBM Thinkpad laptops

**Operating Systems**

Windows 98/NT/2000/XP/Vista/7 RC, Windows Server 2000/2003, IBM OS400, Oracle Enterprise Linux

**Software**

Microsoft Office 2000/XP/2003/2007, Frontpage 2000/XP, Microsoft Expression Web, Host Explorer, Internet Explorer, Mozilla FireFox, Symantec Ghost, Symantec Anti-virus Corporate Edition, McAfee Antivirus, Novell GroupWise, Checkpoint Firewall NGX, Intuit Track-It 6.0, Remote Administrator, Dameware Utilities, Microsoft IIS, Adobe Acrobat Professional, Microsoft SQL Server 2000/2005, Microsoft WSUS, OpenSSH, GSS IssueTrak, Camtasia Studio, Microsoft Active Directory, Microsoft System Center Essentials 2007

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**AWARDS**

Auburn University - Employee of the Year	June 2009
Auburn University - Spirit of Excellence Award Winner	August 2008
Auburn University- Office of Development - Spirit of Excellence Award Winner	May 2008

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**CERTIFICATIONS**
**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 2009 – San Francisco, CA	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**
**IBM Classroom Training**

AIX 6.1 Basics	April 2009
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**Oracle University Instructor-Led Training Courses**

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 Training Courses**

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

**Global Knowledge Courses**

Implementing and Maintaining Windows Vista December 2006

**Microsoft Official Courses**

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