

## CHARLES W. BALL

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**VMWare and Microsoft Certified Systems Administrator** with over ten years of experience providing systems administration and a verifiable record of success receiving promotions to positions of authority. Creates customer facing environments and infrastructure to drive organizations to a higher level and secure maximum availability. An expert troubleshooter with areas of expertise that include:

VMWare ESX 3/3.5 ■ MS Windows 2000/2003/2008 ■ Automated Deployment Services  
Process Documentation ■ Cost Reduction Planning ■ Account Management ■ Internet Information Services

### SELECTED HIGHLIGHTS

- Spearheaded an effort to deliver increased uptimes, availability, and customer satisfaction, by concentrating the user density of branded servers, achieving 80% less data center overhead.
- Implemented full backup systems across three branded server farms and initiated the use of Microsoft's automated deployment services to secure minimal downtime and data loss.
- Authored training materials, adopted by a company, and conducted employee orientation programs.
- Co-architected a VMWare platform that currently supports nearly two hundred Virtual Machines throughout North America, resulting in substantial savings while guaranteeing increased uptimes.
- Created a Virtual Private Network to enable secure access from remote operations, delivering significant decreases in communication response times and improving network administration.

### PROFESSIONAL PROFILE

**Senior Enhance Windows/VMWare Systems Analyst**, Alliance Data 2005-Present  
Team Technical lead on multiple projects. Collaborated with team to meet our companies' needs when design of incoming networks were below our standards for hardware and/or security. Personally designed, implemented, and supported VMWare ESX 3.0/3.5 Server farm, consisting of around fifteen ESX servers, and over 150 VMs.

**Senior Systems Administrator**, Affinity Internet, Incorporated 2004-2005  
Oversaw a team of five administrators and two interns, supporting three Windows platforms. Contributed to the architecture and proper documentation of an enhanced, comprehensive platform to leverage Microsoft's clustering technology while utilizing a NetApp clustered disk array, guaranteeing near 100% customer uptime. Increased the manageability of remote systems, instituted full virus scanning, eliminated neglected user accounts and directories. Reduced trouble tickets 90% and decreased turnaround time 40% within a period of 3 months.

**Windows Systems Administrator**, NTT/Verio 2000-2004  
Managed the installation, administration, and maintenance of a hosting platform spanning six continents and over 1,500 servers. Directed a platform migration for a 50,000+ user community. Co-designed an Active Directory forest for all server groups. Proposed the implementation of Microsoft Operations Manager to effectively monitor operations, achieving lower response times within a systems administration team. Executed the distribution of patching and updates to remote servers, later implementing an automated Windows solution.

**Systems/Network Administrator**, United Interactive Technologies 2000  
Supervised a team of four administrators. Collaborated with IBM and Microsoft teams to create a fibre-channel raid architecture for a webhosting platform. Developed a mixed network with Linux, NT4, and Windows 2000 Beta. Upgraded and configured hardware for internal and external networks.

**Field Technician**, Cybergate/Espire, Inc. 1997-1999  
Directed the installation of Point-of-Presence locations across the US for the largest dial-up provider in the Southeast. Authored training curriculum for technical support. Wrote internal newsletters. Served as a product/technical liaison.

**Senior Technical Support Engineer**, The Answer Group 1997  
Recruited by Compaq to support business-class servers. Member of a Beta program for Microsoft Certifications.

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## ADDENDUM

### TECHNICAL CERTIFICATIONS



### TECHNICAL SKILLS

Windows NT4/XP/2000/2003	Internet Information Server 4/5/6	Terminal Services
Automated Deployment Services	System Update Server	Active Directory
Microsoft Exchange 2000/2003	Microsoft Operations Manager	MYSQL
ASP	FrontPage	Sharepoint
Access	MS Office Suite	Veritas
Backup Exec	Legato Networker	Tivoli
Norton Anti-virus	Symantec Anti-Virus	pktfilter
What's Up	TCP/IP	PERL
Apache	Imail	Novell Netware
POP3	SMTP	HTML
Cisco	3Com	Linksys
Filemon	Regmon	VMware

### EDUCATION/OTHER INTERESTS

- Currently serving as Vice Chairman on Anna Texas Technology board
- Attending University Of Phoenix in pursuit of BS in Business Management

[Addendum of References Available Upon Request](#)