

CHARLIE MALONE

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SENIOR TECHNICAL ANALYST

Senior Technical Analyst who is driven by using technology to improve profitability and streamline processes. Used resource balancing to streamline Exchange email system resulting in a 40% reduction of server hardware and a 59% reduction of unused data. This saved Verizon Wireless real money in the form of reduced power consumption, fewer hardware maintenance contracts, fewer software licenses, and better resource utilization. Key member of a team that used technology to provide value added solutions. Fanatical about the constantly changing landscape of technology and it's uses in the business world. I feel my proven problem solving skills and adaptability are a direct result of my enthusiasm for information technology. Some of my technical proficiencies include:

VM Ware
SAN
Microsoft Servers

Exchange
Routers and Switches
Enterprise Vault

Server Hardware
Smartphones
MS Virtual PC

PROFESSIONAL EXPERIENCE

VERIZON WIRELESS, Irvine, CA

1999-2009

Senior Technical Analyst – Server, Infrastructure and Messaging – End User Support (2000-2009)

I was a key member of the End User Support's Server, Infrastructure and Messaging team.

- Build, configure and maintain Windows (W2K, W2K3, W2K8) Servers (Exchange, print and file servers, specialized application servers).
- Maintain VMware environment including hardware and software upgrades.
- Administration and maintenance of a large MS Exchange (2003 and 2007) email system.
- Maintain 99.95% availability of mission critical systems.
- Maintain internal Blackberry Enterprise Server.
- Maintenance of enterprise server backup systems (Avamar and Netbackup).
- Administration and maintenance of a large Active Directory network.
- Daily troubleshooting and support of internal customer's desktop computers, user accounts, email accounts, and specialized applications.
- Successfully migrated over 12000 users from Exchange 5.5 to Exchange 2003 with no downtime or data loss.

Business Operations Analyst – E-Care Operations (1999-2000)

Technical project management position.

- Establish a specialized customer care team to support Verizon's Mobile Internet line of products (smartphones).
- Create and implement a web based online reference tool and computer based training for customer care representatives.
- Create and conduct new hire technical training classes for newly hired customer care representatives.

AIR TOUCH CELLULAR, Irvine, CA

1998-1999

End User Support Analyst II – Planning and Engineering

- Third and fourth tier technical support of escalated issues.
- Research, test, document and implement new department-wide hardware and software.
- Develop project plans and schedules.
- Maintain and troubleshoot a mixed Netware and Microsoft Networking LAN.

TECHNICAL PROFICIENCY

Hardware Experience

HP Proliant series servers, Dell Poweredge series servers, EMC Clariion series SANs, EMC Centera series SANs, HP Storaeworks EVA series SANs, Dell Equallogic SAN arrays, Cisco routers and switches, Brocade SAN switches, HBA cards, raised floor data center environment, cat5 and fibre channel cabling, various smartphone devices, desktop PC hardware.

Software Experience

All versions of Microsoft Windows Server, Microsoft Exchange Server (5.5, 2000, 2003, 2007), Blackberry Enterprise Server (ver 3, 4), VMware (3.5, Vsphere), Microsoft Virtual PC, Symantec Enterprise Vault, Altiris rapid deployment, EMC Avamar, Symantec / Veritas NetBackup, Biscom Faxcom server, Microsoft SQL, Microsoft IIS, Microsoft Sharepoint, Microsoft Office, Linux (Red Hat, Xubuntu), SCO Unix.

Relevant Technical Training

(2004B) Implementing and Managing MS Exchange Server 2003
(2154B) Implementing and Administering MS Windows 2000 Directory Services
(1573AC) Designing MS Exchange 2000 for the Enterprise
(T401-V4) Techceleration for MS Exchange 5.5
Symantec Enterprise Vault for Exchange: Administration