

Charlie Traphagan : XFAC.COM



Chief Executive Officer

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Summary of Experience

- 24 years of established multi-platform experience
 - Hobby at birth to Fortune 500
- Extensive knowledge in hardware and software from Novell, Lotus Domino Server, Unix/Linux, all Windows & Mac
 - Routing of Blade Servers via a Cisco based environment
- Ability to train, motivate, and supervise CS & IT employees
 - Creating a solid foundation for a tight knit team oriented environment
- Team player - one who sees the objectives from a bird's eye point of view
 - Eager to plan strategies for company wide deployments

Synopsis of Achievements

- Planned, wrote, and implemented training for the Exxon/Mobil merger - IBM
- Supervised a team of 10 drop Tech's during the JP Morgan Chase/Bank One expansion. - HP
- Responded to the largest network during the 9/11 crisis as the primary ESAM contact for DOD DISA (Defense Information Systems Agency) to ensure maximum security on all entry points of attack. -Formerly NAI (McAfee)

#readytowork

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Web sphere Application Server / IIS Administrator

Raytheon - Dallas, TX
April 2012 to April 2020

- Team: GTI IPD Web Build
- Web hosting system engineer for the GTI IPD Web Implementation team, responsibilities include the design, installation, configuration and integration of web platform software to host complex applications in UNIX and Windows environments.
- Hosting responsibilities will encompass security, access control, load-balancing, data sources, one and two-way SSL setup and certificates.
- Project resource to devise and coordinate the conversion of existing web environments to new web platforms.
- Installation of Web components like IIS 7.5, Apache Tomcat Servers, FAST Application Stack on the Windows 2008/ UNIX environments.
- Configurations of Local Load Balancers, Global Load Balancers and DR pairs, work with GNS team setup the same for all applications.

Supervising Systems Engineer

Lucent Technologies - Dallas, TX
2008 to 2012

Supervised twelve team members on two shifts for ONT Project

- Responsible for maintaining OLT/UNT server configuration
- Responsible for San Disk server configuration
- Designed, developed, and implemented Windows 2008 Server, R2, AD, and IIS internal web server configuration
- Network consistency screening after re-configuring DHCP server to utilize multiple subnets effectively ending all IP conflicts
- Hardware and software upgrades throughout Windows 7/8 network environments

Lead Technician

Hewlett Packard - Dallas, TX
2006 to 2007

Supervised five team members during Chase/Bank 1 merger

- Assisted client with technical support issues regarding connectivity, mail and internet access in a Lotus Notes based environment
- Lotus Notes account and database JPMC network configuration
- TCP/IP configuration for WAN access via JPMC network
- Lotus Notes DB screening in order to area wide replication of network merger
- Assisted NOC team with account monitoring via mission critical proprietary software
- Performed "Operation Deepclean" consisting of network and DB monitoring for post TCP/IP configuration to further solidify network consistency

Enterprise Support Account Manager

Network Associates - Dallas, TX
2001 to 2005

Federal account manager supporting Department of Defense, FAA, ATF, NYNJ Port Authority, and over fifteen other federal accounts

- Performed all tasks related to implementation of NAI software including: McAfee VirusScan, E-Policy Orchestrator, Desktop Fire (beta tested for DoD), GroupShield for Lotus Domino, Microsoft Exchange 2000/2003, Exchange 5.5, NetShield for NetApp, Network, WebShield SMTP, Solaris, and Webshield appliances
- Ran large scale lab scenario testing for mass deployment of our software on clients with up to 2 million nodes (DoD)
- Served as liaison between DoD, ATF, FAA, and many other accounts for NAI management level personnel
- Led team of seven as diagnostic troubleshooter for Windows XP install
- Responsible for making technology-related decisions and purchases including, hardware, software, and peripherals

North American Access Administrator

IBM-LPS - Las Colinas, TX
2000 to 2001

Served as the access administrator for North America training over 150 future administrators on migrating from Exchange to Lotus Domino in a multi-tiered network environment at the

Imperial Oil (Exxon Mobil) location in Moncton NB, Canada

- Supervised and assisted the initial transfer of five thousand mail accounts being merged from Microsoft Exchange to Lotus Domino
- Served as liaison between Lotus Notes Professional Services and Exxon Mobil
- Assigned duties for on-site field support techs, network administrators, as well as other Domino administrators
- Responsible for all software and hardware related upgrades
- Revamped training program for Access Administrators including all documentation (as the client [Exxon Mobil] was not happy with the previously created training documentation and procedures)

NOC Systems Engineer

Anderson Consulting - Dallas, TX
1998 to 1999

Provided phone based technical support for Windows 98 SE, NT, and Lotus Notes

- Designed extensive in house web pages using Flash, Dreamweaver, and Photoshop showcasing employee awards, birthdays, upcoming calendar events, and team objectives
- Configured Lotus Notes databases to be shared on both internal and external networks
- Implemented VB Script into Lotus Notes databases

Technical Support Manager

Microsoft - Dallas, TX
1995 to 1997

Provided phone based technical support for Windows 95, NT, and 3.11 utilizing Remedy

- Supported installation and troubleshooting for the Net Microsoft Network which consisted of more than 87,000 calls for the department daily
- Internet support, modem troubleshooting, connectivity, Internet Explorer configuration, dial up networking, and ISDN terminal configurations
- Installed Lotus ccMail and mapped network drives/printers for 1500 team members
- Implemented, designed, and produced training courses to be used for new recruits and ongoing training for existing technical personnel
- Resolved all networking, communications (TCP/IP, IPX/SPX) and internet issues through phone based support
- New asset installation and configuration including new PC upgrades and software
- Advised of and helped implement the net Exchange based Microsoft Outlook

Education

Associate of Arts in Communications & Public Relations

Richland College - Dallas, TX

1995

Skills

- Strategic Planning
- Operations
- Public Speaking
- budget
- Fundraising
- DNS
- TCP/IP
- TCP
- SQL
- Linux

Certifications and Licenses

DL5893CNFP