

Charles Max Wood

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Education

Brigham Young University—Graduated December 2006

- Bachelors of Science in Computer Engineering
- Minor in Italian

Work Skills

- Windows Server 2003
- Windows 2000 Server
- Red Hat Linux
- Ubuntu/Debian Linux
- Mac OSX 10.4 (Tiger)
- Mac OSX 10.5 (Leopard)
- Active Directory
- Remote Desktop
- Mozy Online Backup
- VMWare ESX
- VirtualCenter
- VMWare Workstation
- VMWare Server
- Java
- C\C++
- Ruby\Ruby on Rails
- MySQL
- some PHP
- some Javascript

Work Experience

Software Developer/ **SolutionStream Inc.** **Mar 2008-Present**

IT Technician

- Design and develop new features for BlackbookMobile.com.
- Manage the setup and deployment of the application servers for BlackbookMobile.com.
- Design text fixtures and unit tests for BlackbookMobile.com.
- Set up and troubleshoot computers for new and existing employees.
- Manage SpiceWorks IT system for tracking inventory and IT issues.
- Troubleshoot and deploy new servers.

Quality Assurance Engineer **Mozy Inc./EMC²** **Oct 2007-Mar 2008**

- Create test plans for Mac OSX clients, Windows clients, back-end Linux systems, and Web pages.
- Review test plans written by other engineers for the same systems.
- Set up and manage test machines for QA.
- Manage the QA release of the Mac OS client from Beta.

Team Manager—Tech Support **Mozy Inc./EMC²** **Sept 2006-Oct 2007**

- Build and manage a Technical Support team for the MozyHome and MozyPro products.
- Provide primary support for General Electric.
- Provide escalatory support for and product knowledge to support technicians.
- Train new technicians.
- Represent Support team in product decisions and company direction decisions.
- Guide the Support team through a management transition and the EMC acquisition.
- Manage the quality assurance effort prior to hiring a QA team.
- Team up with Sales Representatives on technical presentations to potential customers.
- Develop a tool set and management system in Ruby on Rails for the Support Team.
- Manage and set up live chat and remote help systems.
- Gather and analyze data regarding team performance and goals.
- Determine new ways to encourage team performance and individual growth.
- Provide support for customers through email, phone, and live chat.

Linux Systems Administrator **Brigham Young University** **Mar 2006-Sept 2006**

- Deploy, Troubleshoot, Manage and Document Linux servers.
- Develop new platform definitions and procedures for deployment of Red Hat Linux instances.
- Manage Virtual hardware for servers running on VMWare ESX through VMWare VirtualCenter.
- Deploy and manage new update system for Red Hat servers.
- Provide Support for Operations Analysts.
- Provide backup for Windows Engineers and Deployment Technicians.

County Technician **Diebold Elections Systems** **May 2006-Jun 2006**

- Prepare touch-screen and optical scan voting units for the June 2006 primary election.
- Test, prepare, and maintain the GEMS database for and during the election process.
- Train county personnel and poll workers on the voting equipment.
- Provide help desk function for the day of election.

Server Deployment Technician Brigham Young University May 2005-Mar 2006

- Deploy, Troubleshoot, Manage and Document new servers on VMWare ESX and standard hardware.
- Provide backup for Windows Engineers.
- Train new Deployment Technicians.
- Support and re-implement Gallery Systems software for the BYU Museum of Art.

Windows Systems Administrator Brigham Young University Jan 2004-Apr 2005

- Deploy, Troubleshoot, Manage and Document Windows and Netware servers.
- Manage Tivoli Storage Manager back-ups on Windows and Netware servers.
- Provide Support for Operations Analysts.

IT Operations Analyst Brigham Young University Sept 2001-Jan 2004

- Manage Network operations on Cisco devices using device consoles, VitalQIP, Unicenter, and Nagios.
- Provide Second-level Support on Windows, HP-UX, Red Hat Linux, and Netware servers.
- Train new analysts.
- Manage Operations Center when Manager not present.

Technical Support Denali Princess Resort—Princess Tours May 2003-Sept 2003

- Set up and Support desktop, point of sale, and server machines at both Denali and Mt. McKinley Resort properties including Executech and Lotus Notes software.
- Run, punch down, and set up networking across the Denali property.
- Manage and inventory computer resources at both Denali and Mt. McKinley Resorts.

Extracurricular Activities

- LDS Missionary—Italy Padova Mission
- Boy Scouts of America—Eagle Scout, National Jamboree Staff, & BYU Merit Badge Powwow
- Amateur (Ham) Radio—Technician Class
- Electric Blue Racing Team (BYU)—Telemetry Project