

Charles O. Goodman

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Objective and Goals

To apply 15 years of proven experience in project management and IT systems and software engineering in an established or growing project management office, in a lead or direct support position.

Relevant Skills

Certified project manager with experience leading and managing server installation and network infrastructure upgrade teams in small and large critical systems projects for organizations including Bank of America, GE Capital, and the California Franchise Tax Board. Essential network protocols, hardware, media, and operating systems include:

- **Network Protocols** - TCP/IP, NetWare/IPX, AppleTalk, DEC net, RIP, OSPF, EIRGP.
- **Network Hardware** - Cisco, Ascend, Shiva, Cabletron, 3Com.
- **Network Media** - Ethernet, Token Ring, FDDI.
- **Network Operating Systems** - Novell NetWare (3.x, 4.x, 5.x) Microsoft NT (3.51, 4.0).
- **Network Management** - Cabletron, Novell ManageWise.
- **Programming** - BASIC, Pascal.
- **Telecommunications** - T1, Fractional T1, ISDN, Sync, Asynch, DSU/CSU, 56k, Video Conference, Nortel PBX, Hitachi PBX.
- **Other Skills** – IT project management, Customer account management, Pre-sales support, Training, Conducting seminars/demonstrations.

Education & Certifications

Project Management Institute, Newtown, PA

June 2002

- Certified Project Manager (PMP).

California State University, Sacramento, CA

1994-1996

- Bachelor of Arts with emphasis in bureaucracy and critical analysis.

Apple Computer Inc., Cupertino, CA

- AppleTalk Networks Design, Apple Networking Sales, Desktop Publishing.

Cisco Systems Inc., Hayward, CA

- Intro to Cisco Router Configuration, Advanced Cisco Router Configuration.

International Business Machines, Atlanta, GA

- IBM Server Technical Training, IBM Server/Windows NT Server Installation and Performance, IBM Server Internet Connection Course.

Professional Experience

Synaptix Software Corp., Fremont, CA

Sept. 2002-Present

- **Project Manager** - Implemented wireless classroom management systems under contract with Federal Transportation Security Agency. Familiarized new users with systems interface and hardware while providing on-site troubleshooting and comprehensive customer guidance. Outlined training curriculum for translating technical language to end-users. Acted as liaison between software engineers and users during system enhancement phase of the project. Managed implementation team of 7 engineers and trainers.

Bank of America, Concord, CA

May 1998 - April 2001

- **Telecom Project Manager and Business Analyst** - Contracted with Bank of America in Telecom Project Management position affecting 30,000 desktop and server farm users. Defined business needs and solutions in close consultation with engineer team to meet management goals. Oversaw database migration, and handled mid-range and NT server installations, extensive network infrastructure additions, and B2B, B2C and internal process upgrades. Secured capital financing and drafted budget to procure equipment and maintain employee base. Flexibly managed budget changes in adherence to project timelines. Received continual recognition and awards, including _____, for successfully completing numerous complex projects and exceeding management expectations.

Novell Inc., San Francisco, CA

Sept.1997 - April 1998

- **Senior System Engineer** - Demonstrated and piloted Novell software implementation projects, including Web Acceleration, E-Mail, File & Print, Directory Services, Network Management and NT server and workstation integration. Synchronized work with system engineers, architects, and executive personnel to promote Novell products to client base including Seagate, 3Com, Wells Fargo, Bank of America, and Gap. Managed post-sales integration of Directory Services and ManageWise solutions into demanding, high-traffic enterprise environments.
- Utilized advanced products and technologies, such as Zero Effort Networking (ZEN).

- Taught a variety of technical classes and workshops on software and related topics.

GE Capital IT Solutions, San Francisco, CA

July 1995 - Sept. 1997

- **Lead Senior Systems Engineer** - Increased team from one to six engineers commensurate with 400% revenue stream growth, which resulted from dedicated engagement with new clients through sales presentations, bid negotiations, on-site consulting, and customer-oriented Enterprise Directory Services design and implementation. Managed Windows 95 and NetWare 4.11 nationwide for Fortune 1000 account. Regularly traveled to remote locations to oversee server, workstation, router, printer, LAN, and WAN installation.

Calgene, Inc., Davis, CA

June 1993 – July 1995

- **Network Manager** - Expanded the Wide Area Network for leading cutting-edge biotechnology firm, in consultation with researchers and worldwide rural agrarian facility managers, to nine locations across four states. Designed, procured, contracted, and implemented all aspects of the WAN and remote office installations, providing clients 24-hour support services. Purchased and supported a variety of PBX systems and videoconference units.
- Responsible for proposing and maintaining procurement, training, and repair budgets.
- Oversaw historically early implementation of fundamental WWW services, including ftp, http, gopher, and DNS.

Iconoclass, Sacramento, CA

Feb 1992 – June 1993

- **Instructor** - Planned and provided intermediate adult computer curriculum. Offered premier training to public and private entities, instructing new and experienced network computer users on productivity applications such as MS Word, MS Excel, and MS Works, as well as file sharing/network protocols, including OSI Model, Appletalk, IPX and TCP/IP.

D&G Computers, Sacramento, CA

Sept.1990 – Feb. 1992

- **Instructor/Sales Representative** - Consistently met or exceeded sales quota by promoting to inside (walk-in) and outside (education and government) clients. Formed Macintosh Training Department.

ComputerLand, Sacramento, CA

Feb. 1989 – Sept. 1990

- **Educational Customer Sales Representative** - Lead sales representative for the district with the highest gross sales and profits. Completed extensive certification training with Apple and IBM.