

# Charles Plater

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## Objective

- Looking to perform technical sales or educational support work with a forward looking company or university.

## Employment History

07/01 - Present

### Wayne State University

Lead Applications Technical Analyst

- Responsible for day-to-day administration of the university. Helped to increase the number of university departments with web sites hosted on the central web server. Worked with the marketing department to deploy a portal and content management system on the central university web server. Architected and implemented a web application hosting environment for University departments. Developed a number of WebObjects applications for data collection and other purposes. Assisted with the implementation of Zimbra email servers and migration from Mirapoint email servers.

11/09 - 11/10

### Apple, Inc.

Novi, MI

Specialist

- Strengthened Apple's brand presence through customer interactions. Achieved customer satisfaction by leveraging great interpersonal skills, a thorough knowledge of Apple product offerings, and a deep understanding of modern hardware and software. Always willing to jump in and help team members complete store tasks or better understand a product or technology.

06/00 - 07/01

### Commerce One

Dearborn, MI

Senior Systems Administrator

- Member of system administration team responsible for maintaining and supporting the internal and business-to-business web servers for Ford Motor Company. Configured web servers, added users and performed other day-to-day system administration duties. Developed several Perl scripts to simplify routine tasks.

10/97 - 6/00

### Wayne State University

Detroit, MI

Systems Analyst

- Primary technical support contact for UNIX systems on campus, focusing on Solaris/SunOS. Negotiated and administered yearly site license agreement with Sun Microsystems, Inc. System administrator for departmental web server, and departmental e-mail server. Assisted in the development and production of a CD of communications software for distribution to students, faculty, and staff. Assisted in development of a campus wide e-mail server. Assisted in promoting the Macintosh on Campus through seminars, and presentations.

10/96 - 11/97

### Wayne State University

Detroit, MI

Applications Specialist / Laboratory Supervisor

- Supervised the day to day operation of two labs, including the administration of a Novell IntraNetWare file server and the scheduling and supervision of approximately 25 part time student assistants. Also administered a Linux server for lab web pages, and ftp software distribution. Administered the migration from NetWare 3.12 to IntraNetWare, and from Microsoft Windows 3.11 to Windows 95. Developed security strategies to secure lab computers from patron tampering.

08/93 - 10/96

### Wayne State University

Detroit, MI

Student Consultant / Student Lab Assistant

- Provided telephone support for students, faculty and staff of WSU. Dealt with the installation and setup of networks. Provided support for dial-in users for university mainframe systems. Helped patrons with various software products on the Microsoft and Macintosh platforms. Applications included: MS Word, Word Perfect, Lotus 123, etc. Developed human relation skills through the day-to-day interaction with patrons. Dealt with communications of policies while distributing student accounts.

09/94 - 10/96

### Apple Computer, Inc.

Southfield, MI

Student Representative

- Publicized Apple computers and accessories to students and faculty at WSU. Helped with promotions, and customer relations. Studied the specifications of current models

Key Words			
web	wayne	state	university
administration	university	system	
support	assisted	developed	email
administered			
Alternate Languages			
Polski			
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of Macintosh computers and how to promote them to prospective buyers.

## Education

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- |      |  |               |
|------|--|---------------|
| 1999 | <b>Bachelor of Science in Computer Science</b><br>Wayne State University | Detroit, MI   |
| 2001 | <b>Mirapoint Certified Engineer Training</b><br>Mirapoint Inc.           | Sunnyvale, CA |
- Provided an advanced understanding of the various Mirapoint administration and programming interfaces. Outlined troubleshooting procedures and diagnostics techniques.

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