

**Charles Mongiovi**  
**807 West Grant Street, Easton PA, 18042**  
**Telephone: 610-330-8595**

UNIX/PICK Technician and System Administrator with 12 years of diversified troubleshooting Support and Programming experience. Strengths include troubleshooting and design. Excellent technical, communication and interpersonal skills including the ability to quickly formulate the big picture for the desired solution.

**WORK EXPERIENCE**

**Silver Line Building Products – June 1999 to Present**

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| System Administrator | UNIX and PICK System Administrator <ul style="list-style-type: none"><li>• Maintained HP K550 running HP-UX 10.20 / Unidata 4.1.22 and all related peripheral equipment.</li><li>• Responsible for all UNIX and PICK installations and upgrades.</li><li>• Automated UNIX Administration, using KSH and AWK, improving system availability and performance.</li></ul>  |
| Programming          | Project Lead and Developer for a multi-site inventory tracking system <ul style="list-style-type: none"><li>• Implemented 'Silver Track' inventory tracking system in 5 location Nation wide using Windows NT, Universe, System Builder and various type of scanners. This system saved Silver Line approximately \$1 Million per location.</li><li>• Managed the the Silver Track implementation in all local and remote sites</li><li>• Continuing Development and support</li></ul> |
- Expanded and Maintained Silver Line's in-house Application Package
- Updated Order Entry, Inventory Tracking Systems
  - Developed and Maintained an online Order Entry and Display System using RedBack and Java Server Pages

**Miller Harness Company - June 1997 to June 1999**

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|----------------------|---|
| System Administrator | <ul style="list-style-type: none"><li>• Designed and Implemented Miller's Windows NT / '95 network</li><li>• Purchased, maintained, and upgraded Miller's PC equipment</li><li>• Maintained RS6000 mainframe running AIX 4 / Universe, and related peripheral equipment.</li><li>• Responsible for all UNIX and PICK installations and upgrades.</li><li>• Maintained Miller's Windows NT Data Warehouse system</li><li>• Maintained Miller's Nortel phone switch</li></ul> |
| Programming          | <ul style="list-style-type: none"><li>• Designed and maintained Miller's Internet World Wide Web Site</li><li>• Maintained and enhanced Universe / SB+ based POS / Shipping / Invoicing system</li></ul>  |

**Operating System Support - September 1995 to June 1997**

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|---|--|
| System's Administrator<br>/ Programmer and<br>Support Technician        | <ul style="list-style-type: none"><li>• Assisted in Development of Ultimate PLUS UNIX Application</li><li>• Wrote and maintained OSS's Internet World Wide Web Site</li><li>• Maintained OSS's customer Support call tracking System</li><li>• Resolved client Hardware, Operating System, and Application problems on various hardware configurations, including RS6000 and HP UNIX platforms</li><li>• Maintained and Expanded OSS's in-house Call Tracking System</li></ul> |
| Designed and conducted<br>training classes for OSS<br>Technical Support | <ul style="list-style-type: none"><li>• GFE Repair on Advanced PICK systems</li><li>• Advanced Troubleshooting techniques for the PICK Operating System</li><li>• LSI Kernel and Boot Procedures and Troubleshooting</li></ul>   |

## Allerion, Inc. (Formerly The Ultimate Corporation) - October 1989 to September 1995

- Technical Support
  - LSI Support Technician / Senior OS Specialist (January 1992)
  - Resolving Client Operating System and Application problems
  - Identifying and Resolving Hardware Problems
  - Assist Product Development in Fixing/Patching OS Bugs
  - On-Site Applications Consulting for Major Clients
- Designed and conducted training classes for Ultimate Technical Support
  - Assembler Programming and the PICK System Debugger
  - LSI Kernel and Boot Procedures and Troubleshooting
  - PICK BASIC Run-time
  - PICK File-Save Processor
  - Introduction to the PICK Operating System
  - Advanced Troubleshooting for the PICK Operating System
- On-site client Training Classes
  - Introduction to PICK BASIC
  - Advanced PICK BASIC

### Software Experience

- LANGUAGES** AWK, Korn/Born Shell, HTML, Perl / CGI Scripting, C, C++, SQL & Oracle PL/SQL, PICK Proc and Access, BASIC, System Builder, PICK Assembler, Pascal, FORTRAN
- OPERATING SYSTEMS** DOS, UNIX (including HP-UX, AIX, Linux, and SCO), Windows (3.1, 95/98, NT/2000), Macintosh, PICK (Ultimate/PICK Blue/R83, Advanced PICK, Universe, Unidata) System Builder, RedBack
- APPLICATIONS** Microsoft Office (Word, Excel, Access), Various graphics related programs, Netscape Navigator, Internet Explorer, Opera, Lynx, Various FTP and Telnet programs

### EDUCATION

- Rutgers University Bachelor of Science Degree in Computer Science
- IBM AIX/6000 for Users, AIX/6000 Basic System Administration
- Pick Systems System Internals and GFE Repair
- Microsoft Administering Windows NT 4.0, Windows NT 4.0 Technologies

MS-Word Version: <http://www.users.fast.net/~mongiovi/resume/resume.doc>

PDF Version: <http://www.users.fast.net/~mongiovi/resume/resume.pdf>

Text Version: <http://www.users.fast.net/~mongiovi/resume/resume.txt>