

Clint Morrow

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SUMMARY

I am a highly-motivated individual with a strong focus on project management, leadership, and team-building. I have experience in managing projects to their completion, systems administration, end-user support, as well as strong written and verbal skills to clearly communicate these skills to others.

SKILLS

- Proficient written and verbal communication skills
- Experience leading and managing projects to their completion
- MySQL database design, normalization, and management
- Experience administering Windows, LINUX, and Mac OS X-based server and client systems
- Experience administering and maintaining Microsoft System Center Configuration Manager 2007
- Experience administering and maintaining McAfee ePolicy Orchestrator enterprise antivirus and antispyware
- Fundamental knowledge of C++, Java, Visual Basic.NET, Ruby programming languages
- Fundamental knowledge of CSS, XHTML, HTML, XML markup languages
- Expertise with Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook, Project, Visio, Publisher, Visual Studio), Adobe Photoshop and Dreamweaver
- Proficiency with general workstation and server hardware installation, deployment, troubleshooting, repair, and maintenance

EXPERIENCE

Distributed Computer Systems Specialist, Florida Dept. of Financial Services, Tallahassee, FL **2009-Current**

Working with the Division of Information Systems' Directory and Messaging Services section, I maintain the various enterprise hardware and software technologies used by the Department of Financial Services (DFS). Such technologies include Microsoft Exchange 2000, Active Directory, Microsoft System Center Configuration Manager 2007, McAfee ePolicy Orchestrator, BigFix power and asset management, CITRIX Metaframe and CommVault backup. Together, these technologies comprise the back-end architecture of DFS and support email, file service, and various in-house and external applications.

Systems Administrator, Children's Campaign, Inc., Tallahassee, FL **2008-2009**

Administered, managed, maintained, and provided support for a non-profit organization consisting of ~20 client systems in a wired and mobile environment.

- Administered Windows Server 2003, Linux CentOS, Google Applications for Business platforms.
- Researched, tested, and recommended IT solutions to upper-management.
- Composed business cases and proposals for upper-management.
- Provided technical support to end-users.
- Provided training to staff about IT systems and services.
- Mentored and developed Junior Systems Administrators, Technology Team, and the rest of staff to become more valuable to organization.

Firedog Technician, Circuit City Stores, Inc., Gainesville, FL **2006-2007**

Provided technical support and computer assistance to customers over the telephone, in-store, and on-site. Diagnosed technical issues, hardware or software-related. Provided solutions for customers through upgrades, repair, or replacement of affected computer system.

Geek Squad Counter-Intelligence Agent, Best Buy Co. Inc., Panama City, FL **2005-2006**

Assisted customers with service and repair issues. Provided the initial contact with customers, checked in product, and ran basic tests to determine product needs and service solutions. Facilitated the complete solution of product sales, upgrades, installations and service in the store and over the telephone.

Tier1 Technical Support Intern, SallieMae Servicing Corporation, Panama City, FL **2002-2003**

Worked with Tier1 Technical Support Services Department to gain experience and knowledge of the IT workplace. Gained familiarity with help desk services, telecommunications infrastructure, basic hardware and software support and maintenance, and the shadowed the roles of various employees.

EDUCATION

Florida State University, Tallahassee, FL

2007-2009

Bachelor of Science Degree in Information Technology

Overall FSU GPA: 3.800

Information Technology GPA: 3.890

ACADEMIC PROJECTS

Disaster Recovery Policy Planning and Implementation

2008

Planned, managed, and implemented a disaster recovery policy (DRP) for a non-profit organization in which no measures were previously taken to secure systems and information. Skills taken away from this project: Project management and leadership, policy creation, technical writing, advanced planning, risk assessment, goal breakdown schedules, and work breakdown schedules.

(LIS4910 IT Project & LIS4905 Directed Individual Study, in conjunction with Children's Campaign, Inc.)

Networking and IT Security Infrastructure Solution

2008

Planned a networking infrastructure and security solution for a mock organization in which their networking and security infrastructure was inadequate. Proposed a solution that was effective in considering the physical, operational, and policy approaches.

(LIS4482 Management of Networking and Telecommunications & LIS4774 Information Security)

Information Systems Design and Implementation

2008

Planned, analyzed, designed, and implemented an web application information system for a mock startup PC support company, "GeekDog," where an inefficient system was to be replaced. Specific technologies included were: SQLite, Ruby on Rails, and CSS deployed on a remote server for testing and demonstration.

(LIS3784 Information Organization & Communication)

Database Design

2007

Designed, tested, and implemented a MySQL database for a mock management and publishing company for the entertainment industry. The system was designed to store various information on artists including album sales, performances, and merchandise sales in order to calculate quarterly profits and net earnings.

(LIS4930 Database Concepts)

Web Design

2007

Redesigned a website to Web 2.0 standards using strict XHTML and CSS coding.

(LIS3353 Technologies)

Technical Communication

2007

Proposed a complete technological and logistical solution to a mock audience of clientele in which productivity and efficiency was not at full capacity due to lack of installed IT infrastructure. Solutions covered all aspects of IT, including hardware, software, telecommunication, budget considerations, as well as non-IT cost-saving recommendations such as the restructuring of employee hierarchies and organizational units.

(LIS3021 Technical Communication for Information Professionals)

Research & Data Analysis

2007

Researched and gathered information using various data collection methods in order to propose a solution to a mock city's failing bus route system due to inefficient use of routing, stops, and considerations for it's riders.

(LIS3201 Data Collection & Analysis)

PROFESSIONAL AFFILIATIONS AND AWARDS

- Florida State University 2009 College of Information Humanitarian of the Year
- Florida State University President's List - Fall 2008
- Florida State University Dean's List - Fall 2007, Spring 2009, & Summer 2008
- Florida State University College of Information "Appreciation of Service" Award - Fall 2008
- Florida State University College of Information "Appreciation of Service" Award - Spring 2009
- Florida State University College of Information "Best in Marketing" Interactive Resume Award - Spring 2009
- Association of Information Technology Professionals (AITP) Executive Board Member, FSU Chapter
- Students & Technology in Academia, Research, & Service (STARS) Alliance Member, FSU Chapter
- STARS Alliance, FSU Chapter "Making a Difference" Award - Spring 2009
- National Scholars Honors Society Member