Gary L. Glasscock
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Professional Skills Highlights

- Natural-born problem-solver that's always thinking how to make things better, easier, and more efficient.
- Highly critical thinker.
- My intelligence and ability to think clearly in crisis situations are my best assets.
- Extremely comfortable with the CLI and have used it on multiple Computer Operating Systems including various *nix OSes (Unix, Linux, BSD, OS X), Windows, MS-DOS, and CP/M.
- Excellent troubleshooting skills that have been developed and honed for over 45 years by working as a technician in various industries throughout my career.
- Programming in various computer languages
- Web Developer with over 6 years professional experience
- Team-player or solo; exceptional performance in high-production, deadline-oriented environments
- Excellent interpersonal and communication skills
- Great coding background, understands and employees industry standard practices in coding, i.e., easily readable formatting of code, plentiful commenting of code
- Excels in finding solutions and answers to problems/challenges
- 10+ years Customer Service experience across several industries and very focused on the customer, be they internal or external

Accomplishments

- Created first computerized auto body collision estimating program used by a local auto body repair shop in mid-80s, using a flat-file database system on MS-DOS.
- Successfully managed and completed two projects at a manufacturing company to update the electrical and computer system on three machines as well as writing the programs for these same devices, and the touchscreen user-interfaces used on each one using proprietary software and programming language specific to those systems.
- While working at an auto service center, I was instrumental in piloting the first marketing campaign for the company and was successful in helping to increase market share as well as overall profits I also implemented new processes for inventory control and improving overall productivity and workflow.
- Created my first commercial website in 1993 for a non-profit in Kentucky. I had learned HTML from viewing the source code of the websites i visited in the early days of the Internet.
- Managed my college newspaper's website for 2 years
- Helped maintain and update the ACM's (Association of Computing Machinery) student magazine website.
- Published writer - Educators Use Money Wisely, Use Linux, Oct., 2003 osviews.com (defunct website) - America's Army for Linux, Linux Journal, Sept. 2004 - Installing and Creating a Simple Responsive Website With WordPress, Software Developer's Journal, Issue 13/2013

- Cited with Richard Stallman, founder of the GNU Project and The Free Software Foundation, by Rajesh Swaminathan in his paper "Open Source Software: A discussion of the issues surrounding its applicability and usage in education"
- Have maintained a personal website for over 20 years going through various iterations, development environments, web-authoring software, and content management systems.
- Was head of a web hosting company and maintained client websites as well as design and develop new client sites.
- Worked with Apache web server software
- Graduated college in 2005 with double-BS degrees. Computer Information Systems and Communications/Journalism.

Business Software Proficiency

Linux, Mac, PC	Apple iWorks: Pages, Numbers, Keynote
OpenOffice	MS Office: Word, Excel, PowerPoint

Professional Experience

January 2010 - December 2015: President of Bluegrass Web Services, LLC. - Campbellsville, Kentucky
- Primary web designer/developer
- Organized workload and delegated work to proper teams
- Create and implement all marketing campaigns for BGWS
- Handle all customer service calls & issues

August 2005 - December 2009: Two failed business ventures.

September 2003 - May 2005: Webmaster - Campus Times, Student Newspaper of Campbellsville University
- Designed and developed first website for the newspaper
- Maintenance of newspaper website and updated with each new issue

September 2003 - May 2004: Associate Editor, Crossroads Magazine, the student magazine of the ACM (Association of Computing Machinery)
- Worked with writers to assist them in getting their articles ready for publication
- Assisted Editor-In-Chief with updating magazine website to XHTML 1.1 Strict using server side templates and scripting.

Education

- Academy of Art University, MFA Web Design/New Media (Dec. 2017 expected graduation)
- Campbellsville University, Double BS - Computer Information Systems & Comm/Journalism (May, 2005)
- RETS Electronic Institute, AS Electronic Engineering (1985)

Additional Info
Previously held Cisco Certification