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Ms. Terry Morgan

706-836-3353 / Ms.Terry.L.Morgan@gmail.com

Skills and Qualifications

* Microsoft Office (Excel Proficiency)
* PCI Compliance (Support, Monitoring)
* SAP WEBUI, CRM, ECC (Support, QA)
* VPN (Edge Big 5, Cisco, Nortel)
* Electronic Data Interface (EDI)
* Hardware Diagnostics
* Hardware Maintenance (Projectors, Printers etc.…)
* OS/2 Cobra Warp
* Outlook Email, Mailboxes (FC/OWA/Office 365)
* Help Ticket Programs (Salesforce, Service Now etc.)
* Telecommunication and Ethernet (Wiring, Cabling, Punch Downs etc.…)
* Routers, Intranet / Internet
* Web Development
* Security Access (Door Badge, Firewall, User ID)
* AS400 Operating System, Novel

Career Objectives:

I am an experienced Senior Business Systems Specialist who is seeking Employment where I can utilize my Technical abilities with an Employer who is in need of a troubleshooting, problem solving Specialist with excellent client support skills.

Employer, Position and Current History

theClubhou\*se Web Development Bootcamp, Augusta GA, June 3 2019 – Present

* Jr Web Development Student – Completion Date – August 30 2019

Sears Holding Corporation, Commercial Division, Augusta GA, December 2005 – November 2018

* Senior Business Systems Specialist – April 2017 – November 2018
* Business Systems Specialist – July 2007 – April 2017
* Premier Builder Customer Service Specialist – December 2005 to July 2007

Wally’s Food Store, Inc., Evans GA, December 1999 – June 2004

* Systems Analyst
* Office Manager

Merchants Credit Bureau, Augusta GA, May 1998 – December 1999

* Electronic Data Interface (EDI) Lead Support Specialist
* Business Systems Specialist

Ryder Transportation Services, District Office, Augusta GA, August 1987 – October 1997

* Truck Rental Dealer Auditor
* Systems Administrator
* Credit Administrator
* Accounts Receivable Administrator
* Vehicle and Fuel Administrator
* Billing Administrator

Technical Experience

Sears Holdings Corporation, Commercial Sales Division

Senior Business Systems Specialist / Business Systems Specialist

* First contact for Technical support for a variety of problems for Associates Nationwide and the Operation Center.
* Technical support SCOPES, SAP, Networks, VPNs, Outlook 365
* Computer and other Equipment Diagnostics and Maintenance.
* Telecommunication Systems, phone and Ethernet Punch Downs Wiring.
* Equipment Inventory.
* PCI Compliance Firewall Issues.
* Security Access and Door Card System.
* Train and Provide Guidance to Business Systems Specialists Associates.

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Wally’s Food Stores, Inc.

Systems Analyst

* Implement a Computerize System.
* Create and Maintain Data Processing Spreadsheets.
* Computer Training.

Merchants Credit Bureau

Electronic Data Interface (EDI) Lead Support Specialist

Business Systems Specialist

* Install or Upgrade Multi-Types of Credit EDI Software for Businesses on Site or Over Phone.
* Troubleshoot Issues Between EDI Software and Clients’ Operating or Networking Systems, Modems or their Loan Originator Software (LOS) Program.
* Direct Communication Lines to Credit Repositories Connections
* OS/2 Cobra Warp System
* Computer and other Equipment Maintenance
* Travel Locally and Out of Town to Clients’ Location.
* Supervise, and Train EDI Support Specialists.

Ryder Transportation Services, District Office

Systems Administrator

* On Site Contact for the AS400 Operating System and Novel Network.
* Security Access.
* AS400 Daily Backup.

Education and Technical Courses

* theClubhouse: Web Development Bootcamp
* ENMU (Eastern New Mexico University) Clovis Campus: Office Occupations.
* Aiken Technical College: PC Hardware.
* Intercomp Augusta, LLC: Windows NT 4.0 System Administration.
* ExecuTrain: Novell 3.12 System Administration.
* Augusta Technical Institute: Intro to Local Area Networking (LAN).

Professional Recognitions

* Numerous Appreciations, Members First and Customer Focus Acknowledgements.
* Peer Elected Safety Committee Team Leader.
* Chosen as the “Go To Person” for Problem Solving, Direction and Support in Company-Wide Surveys.
* Dealership Appreciation Award.

Professional Accomplishments

* Sought-After by a Small Business Owner to Evaluate, Purchase and Install a Computerized System, along with Creating and Managing an Accounting System.
* Empowered the Collections Team with a Clear, and Detailed Receivables Statement to Provide a Customer by Successfully Reconciling their Account. It was in such Disarray that it was thought the Monies owed would have to be Written off but since I was able to provide a clear and accurate statement to the customer the total amount due of over 22K was paid.
* Through “Word of Mouth”, from other Builders, a new Builder Account was Acquired with the Condition that I would be the SPOC to handle their Account.

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Education and Personal Accomplishments

* Competed in Office Administration Clerk II, OEA Leadership Conference in Santa Fe New Mexico and Received 1st Place in State Competition.
* Competed in Office Administration Clerk II, OEA Leadership Conference in Detroit MI and Received 8th Place in the Nationwide Competition.
* Lost Wilderness Community Center, McCormick SC Certified First Responder.
* Merriweather Fire Department, Edgefield, SC Certified First Responder.
* Outstanding Achievement Award in American Karate, Augusta, Ga.

References

* William (Bill) Pope William.Pope@KenmoreDirect.com 706-834-5617 Business Systems Manager
* Bryan Brooks bbroo00@gmail.com 678-237-8193 Technology Support Specialist II
* Brenda Burkett bburke2@mindspring.com 678-521-6726 Desktop Support Manager
* Many More if Required or Requested