

Gregory Scott Morin

📞 (413) 522 4374 • ✉ gregory.scott.morin@gmail.com
📄 linkedin.com/in/gregoryscottmorin

HR Department
Corporation
123 Pleasant Lane
12345 City, State

August 14, 2018

Dear Sir or Madam,

Nam dui ligula, fringilla a, euismod sodales, sollicitudin vel, wisi. Morbi auctor lorem non justo. Nam lacus libero, pretium at, lobortis vitae, ultricies et, tellus. Donec aliquet, tortor sed accumsan bibendum, erat ligula aliquet magna, vitae ornare odio metus a mi. Morbi ac orci et nisl hendrerit mollis. Suspendisse ut massa. Cras nec ante. Pellentesque a nulla. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Aliquam tincidunt urna. Nulla ullamcorper vestibulum turpis. Pellentesque cursus luctus mauris.

Nulla malesuada porttitor diam. Donec felis erat, congue non, volutpat at, tincidunt tristique, libero. Vivamus viverra fermentum felis. Donec nonummy pellentesque ante. Phasellus adipiscing semper elit. Proin fermentum massa ac quam. Sed diam turpis, molestie vitae, placerat a, molestie nec, leo. Maecenas lacinia. Nam ipsum ligula, eleifend at, accumsan nec, suscipit a, ipsum. Morbi blandit ligula feugiat magna. Nunc eleifend consequat lorem. Sed lacinia nulla vitae enim. Pellentesque tincidunt purus vel magna. Integer non enim. Praesent euismod nunc eu purus. Donec bibendum quam in tellus. Nullam cursus pulvinar lectus. Donec et mi. Nam vulputate metus eu enim. Vestibulum pellentesque felis eu massa.

Quisque ullamcorper placerat ipsum. Cras nibh. Morbi vel justo vitae lacus tincidunt ultrices. Lorem ipsum dolor sit amet, consectetur adipiscing elit. In hac habitasse platea dictumst. Integer tempus convallis augue. Etiam facilisis. Nunc elementum fermentum wisi. Aenean placerat. Ut imperdiet, enim sed gravida sollicitudin, felis odio placerat quam, ac pulvinar elit purus eget enim. Nunc vitae tortor. Proin tempus nibh sit amet nisl. Vivamus quis tortor vitae risus porta vehicula.

Sincerely yours,

Gregory Scott Morin

Gregory Scott Morin

☎ (413) 522 4374 • ✉ gregory.scott.morin@gmail.com

🌐 linkedin.com/in/gregoryscottmorin

IT Support Specialist/Systems Administrator

"Preventing fires before they happen, putting them out when they do"

Detail-oriented IT Specialist with years of experience in troubleshooting technical problems and finding the best solution to a problem. Areas of expertise include computer/disk imaging, system configuration, and scripting/automation.

Core Competencies

Professional Skills.....

Customer Service: Outstanding experience, communication skills, and patience in understanding customer's needs, problems, and relaying solution.

Problem Solving: Ability to diagnose, troubleshoot, and resolve issues, with an eye toward solutions that are generalized, long-term, and adaptable.

Time Management: Experience in coordinating multiple tasks and projects, varying time frames and deadlines, and the ability to prioritize competing/conflicting problems.

Technical Skills.....

Microsoft: XP, 7, Server 2008R2, Server 2012 **Linux:** Gentoo, Red Hat, Debian

Programming Languages: Perl, JAVA, PYTHON, C/C++, L^AT_EX 2_ε, Bash script, JavaScript

Software: Request Tracker/helpdesk ticketing, FOG/disk imaging, Microsoft AD, Google Apps for Education, MS Excel(Advanced), VMWare, Remote Desktop/ssh/telnet, Wireshark, nmap

Professional Experience

Rochester Career Mentoring Charter School

Rochester, NY

IT Support Technician

2012 – 2017

Sole onsite IT support for 300 staff and students at tech-based high school. Maintained hardware and software to ensure a quality educational environment.

- Successfully installed and configured a web-based trouble ticket system and trained staff in how to use it. Problem initial response time and time to resolution reduced.
- Maintained and upgraded FOG server for automating computer installs. Reduced installation time per machine from >90 minutes to <15 minutes.
- Diagnosed sitewide wireless performance issues and assisted in RFP process for new wireless infrastructure.
- Managed remote servers hosting student management system. Scheduled regular downtimes to install upgrades, security updates, and patches. Uploaded data and media to SMS.

Advanced Micro Devices**Austin, TX***Compute-Grid Engineer, INTERN*

2010

Assisted in maintenance, support, configuration, and growth of data center server clusters.

- Wrote script to gather server cluster statistics and analyze data for cluster health and efficiency, and pushed to our data centers internationally. This was used to identify configuration problems and bottlenecks.
- Worked with project engineers to diagnose job submission errors, incorrect hardware requirements, and ultimately provide correct command for job submission and completion.
- Consistently worked to keep data center server uptime >95% to maximize computing throughput for project deadlines.

RIT, Computer Science Department**Rochester, NY***Graduate Assistant, PART-TIME*

2008 – 2009

Supported software and hardware for CS department faculty, staff, and students to guarantee successful classes, labs, and projects. Supported multiple operating systems including Solaris, Windows, OSX, and Linux. Part-time during the school year, full-time over the Summer.

- Assessed and determined feasibility of software install requests from faculty and students, suggested alternatives when not feasible, then completed installation.
- Handled, responded, troubleshooted, and resolved daily user account issues.
- Regularly collected and replaced storage backup tapes for vaulting.

Advanced Micro Devices**Boxborough, MA***Site-Services Engineer, INTERN*

2006 – 2008

As part of a team, successfully provided software/hardware support for desktops and servers to ensure million dollar semi-conductor projects remained on schedule. These were three separate 6 month internships over a three year period.

- Successfully followed and updated hardware RMA process. Facilitated computer monitor replacement project.
- Developed process and script to quickly diagnose tens to hundreds of problem servers, automatically fix those that could be, and print out a list of servers that needed individual diagnosis.
- Assisted in identifying remote script that was severely impacting local network and file server performance.

Education

Springfield Technical Community College**Springfield, MA***A.S., Engineering and Science Transfer*

2005

Rochester Institute of Technology**Rochester, NY***Courses Taken:*

2005–2010

Computer programming, networking, algorithms, programming languages, compilers

Reference Portfolio

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

G.S.Morin

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

G.S.Morin