Gregory Scott Morin

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HR Department   November 9, 2017
Corporation
123 Pleasant Lane
12345 City, State

Dear Sir or Madam,

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Sincerely yours,

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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++, $\LaTeX 2_\varepsilon$, 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, succesfully 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, progamming languages, compilers

Reference Portfolio

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G.S.Morin

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