Gregory Scott Morin

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HR Department   October 26, 2017
Corporation
123 Pleasant Lane
12345 City, State

Dear Sir or Madam,

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Sincerely yours,

Gregory Scott Morin

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IT Support Specialist | Systems Administrator

This is a sample URM. To advance the goals and objectives of the IT department by utilizing... Improve organizational efficiencies and productivity through the use of S.o.t.A technologies. Dedicated, self-motivated Systems Administrator with over 5 years' experience in the IT industry. Experienced in both Microsoft Windows and Linux systems administration. Exceptional analytical capabilities, problem solving, and communications skills.

Core Competencies

Technical Skills

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

Programming Languages: Perl, JAVA, PYTHON, LaTeX 2_ε, BaSH, JavaScript

Software: Request Tracker (RT), Free Open Ghost (FOG), Microsoft AD, Google Apps for Education

Customer Service

Troubleshooting

Project Planning

Profesional Experience

Rochester Career Mentoring Charter School   **Rochester,NY**

IT Support Technician   *2012 – 2017*

POS. STATEMENT

- Was solely responsible for onsite IT support for 50 staff and 250 students, including software installation and hardware repairs.
- Successfully installed Best Practical's Request Tracker web-based ticketing system for tracking and organizing trouble tickets and maintained for 4 years.
- Maintained FOG (Free Open Ghost) server for automating computer installs and cut down imaging time per machine from >90 minutes to <15 minutes.

Advanced Micro Devices   **Austin,TX**

Compute-Grid Engineer, Intern   *2010 – 2010*

POS. STATEMENT

- 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.
- Successfully kept data center server uptime >90%

RIT,Computer Science Department   **Rochester,NY**

Graduate Assistant, Part-Time   *2008 – 2009*

POS. STATEMENT

- Successfully installed requested software on multiple platforms, including Solaris, Linux, Windows, and OSX
- Resolved trouble tickets in a timely manner.

Advanced Micro Devices   **Boxborough,MA**

Site-Services Engineer,Intern   *2006 – 2008*

- Part of 8 person team that provided daily dekstop and server support for ~300 person engineering site and data center with 2000+ servers.
- Planned and implemented computer monitor RMA process with vendor to facilitate expedient monitor replacement
- Helped to identify remote script that was negatively impacting onsite network and file server performance.

Education

Rochester Institute of Technology   **Rochester,NY**
attended, Computer Science, BS/MS Dual Degree Program   *2005–2010*

Springfield Technical Community College   **Springfield,MA**
A.S., Engineering and Science Transfer   *2005*

Reference Portfolio

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G.S.Morin

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