

Randall McMillan

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Web Developer / Linux Administrator

TEAMPLAYER

PROBLEMSOLVER

INDEPENDANT

DEPENDABLE

EASYGOING

EFFICIENT

INVESTIGATOR

CREATIVETHINKER

ENJOYCHALLENGES

RESPONSIBILITY

COURTEOUS

SELF-DISCIPLINED

GOAL-ORIENTED

TRUSTWORTHY

Knowledge Skills

HTML 4/5
CSS3
PHP5
Action Script 3
Object Oriented Programming
UX Design

Work Experience

Administrator / Web Developer / Freelancer

Merlin Associates Inc.

June 2012 - Present

- Set up Centos 6, including Firewall (iptables), Mail (postfix, mutt, dovecot pop3), Apache (Web/HTTP), php 5.3. and Mysql.
- Created a linux bash script for easy scripted server setup.
- Setup Web forms for proper validation via javascript & server (php) validation, patched forms that were having issues (ie... Javascript events)

Field Service Representative II

Advanced Technology Services, Peoria, IL

August 2008 - Present

- Resolved computer problems with end-users machine while following safety standards & using proper PPE Gear.
- Travel to different building locations to resolve end-user issues.
- Support more than 4500 users with hardware and software issues, averaging 7+ calls a day.
- Received tickets via sms and a ticket system (peregrine).
- Provide hardware solutions for possible upgrades for end-users.
- Manage inventory of hardware components.

Mid-Illionis District Office System Administrator

Advanced Technology Services, Peoria, IL

Feb 2009 - Jan 2011

- Maintained 84+ Symantec Ghost Images, changes weekly
- Maintained Symantec Ghost Server for the Images, and deployment.
- Configured a licensed server needed for licensed applications used during training.
- Attended Weekly team meeting.
- Supported all occupants in classrooms during training sessions.
- Deployed, upgraded the server equipment for support of Microsoft Windows 7.
- Supported 86 Machines, including hardware and software issues.

IT Analyst II

Volt, Peoria, IL

May 2005 - August 2008

- Performed Active Directory reports.
- Also completed proper maintance of computer accounts in certain OU's in Active Directory.
- Traveled to different locations to resolve end-user issues.
- Performed software support role for roughly 6000 users.
- Software applications such as lotus notes, office, wireless, vpn, and many many more.

Helpdesk, Remote Desktop, Onsite Role

Teksystems, Bloomington, IL

May 2001 - May 2005

- [Helpdesk] Took 100 calls a day.
- [Helpdesk] Initial contact for issue, had to know where to send the user and possibly provide quick (under 12 minute) fix.
- [Remote Desktop] Performed detailed anaylis of mobile devices and making them work with the system. Also resolve issues with syncing as well.
- [Onsite Role] Supported 4000 users from different locations, traveled to different buildings to resolve the reported issues.
- [Onsite Role] Many software applicates were supported under this role, almost same as the helpdesk role, but was more involved, was allowed more time to resolve issue.

Education

Bachelors Degree, Web Development & Design Program

Full Sail University

Graduated Sept 2nd, 2011

Certification

6 Sigma Green Belt, Product Expert of remote access (vpn),
obtained in 2004.
MCP, Windows 2000

Software Skills

Adobe Illustrator 5.5	Symantec Ghost
Adobe Photoshop 5.5	HTML 4 & 5
Adobe Fireworks 5.5	jQuery & Javascript
Adobe Premiere 5.5	Codeigniter
Adobe Flash 5.5	PHP 3+
Adobe FlashBuilder	Actionscript 3
Coda	Mysql
PHP Storm 4	Basic Linux Knowledge
GIT	Linux Centos 6
Peregrine, Remedy	Mac OSX +
Lotus Notes 6+	Sublime Text 2
Office 97+	Microsoft Windows 7, Xp, 2000,
Active Directory	Me, 98

Hardware Knowledge

Network Knowledge
Desktop Upgrade & Repair
Laptop Upgrade & Repair
Knowledge of Dell Business Models (8 years), Desktop & Laptops
HP Upgrades
Repaired Apple Machines (Imac 24" display)

References

Available Upon Request.