Theodore Greer

Systems Admin with Development Experience

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Enthusiastic and eager IT professional with an array of experience across different disciplines. Experience includes years of development, systems administration, end-user support, and database administration.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Director of University Computing Systems

Florida A&M University College of Pharmacy - Tallahassee, FL
December 2020 to Present

In this position, I am responsible for developing the IT vision for the College, and implementing that vision. I manage a team of four individuals at five separate sites. My day-to-day duties include assisting faculty, staff, and students of the College with their IT related needs, researching new solutions, and completing training on current solutions.

Web Developer

Florida A&M Unviersity - Tallahassee, FL
October 2018 to Present

This is a part-time position I hold with the University's Strategic Planning department. Here, I manage and maintain the University's dashboard (statistics) site:

• http://president.famu.edu/presidentgoals/ (the actual site)
• http://www.excellencewithcaring.com (the staging site)
• http://www.excellencewithcaring.com/covid.php (COVID stats site (in-progress))

I really enjoy this position because I am able to develop. This has been a passion of mine since my introduction to it in college in 2001.

Computer Coordinator

Florida A&M University - Tallahassee, FL
March 2013 to Present

This is a part-time position I hold with the University's TRIO department. I watch a lab after hours, and provide technical support to the program and its students as needed. Some of the responsibilities I have at this position include:

• Lab Setup/Support
• End-user Device Support
• Printer Setup/Maintenance (user account management)

- Equipment Ordering
- Software Installation
- Teaching/Tutoring
- Inventory

One of the main aspects of this position I enjoy is the opportunity I get to teach a robotics course to some of the program's high school students. This program is taught using the Sphero Bolt robots and is a JavaScript course.

Systems Administrator

Florida A&M University - Tallahassee, FL
July 2018 to December 2020

In 2018, I was promoted to a Systems Administrator. In this position, my main responsibility switched from supporting end-users to managing the University's Servers. Here, I am responsible for understanding the needs of the University (or a department within), and meeting those needs through infrastructure support. My main responsibilities include:

- Application On-Boarding
- Application Research (Requirement Gathering)
- Server Setup
- Server Maintenance
- Server Patching and Upgrading
- Web Development
- Web Design
- PowerShell
- Exchange
- O365 Administration
- Microsoft Forms
- Litigation Holds/Searches
- Microsoft Bookings
- SharePoint Administration
- AD
- IIS
- Apache Tomcat
- Database Administration (SQL Server)
- System Backups
- Hyper-V
- Software Ordering/Procurement
- Equipment Ordering/Procurement
- Policy Creation
- Security Permissions
- VPN Setup
- DUO Administration

In this position, I'm also responsible for managing a team of Field Technicians who support the University's end-users. To support these individuals, I manage the Task Management System's (TMS) requests, and assign them as needed. I also support them on tasks they may need assistance with. One of the main

joys I have in this position is the wide array of tasks I've had the opportunity to work on in it. Working with and learning from vendors is another big plus I've had while in this position.

Field Technician

Florida A&M University - Tallahassee, FL
November 2012 to June 2018

As a Field Technician, I was responsible for supporting end-user-devices and needs. These needs could range anywhere from departmental site updates (web using a CMS system), to printer/server installation, and device setup. Some of the responsibilities of this position included:

• System Setup (Linux, MAC, Windows)
• Network Setup/Troubleshooting
• Virus Removal
• Data Backups
• Data Transfers
• Software Installation
• Software Setup
• Server Setup (with application installation)
• Web Development (updating department pages)
• Data Destruction (Drive Wiping)
• Equipment Management
• Equipment Procurement
• Printer Installation/Setup
• Hardware Installations/Upgrades

Some of the main skills I learned from my time in this position were: the ability to research solutions to a problem, multitask and prioritize, listen and understand user needs, and how to teach and explain software/solutions to end-users.

Intern

Computer Tutors USA - Tallahassee, FL
June 2012 to October 2012

I was given an internship at this company by the owner (Bob Sereico), while between jobs (my first position with Florida A&M University was time-limited). As an Intern, my job was to setup the classrooms for the next subject (mainly creating and installing course-related VMs). When I was not doing this, I worked in the school's repair shop. Some of the responsibilities of this position included:

• Customer Service
• Building PCs
• Managing Web Servers (public)
• Virtualization
• System Cloning
• Hardware/Software Support
• Part Ordering
• Data Retrieval
• Server Administration

While working with CTUSA, I learned a great deal of customer service, and how to systematically approach my tasks.

System Librarian

Florida A&M University - Tallahassee, FL
November 2011 to June 2012

As a Systems Librarian, I was responsible for supporting the computers in the University's four on-campus libraries. These systems included MAC and Windows devices. We also had an departmental domain setup, where we would manage our user's accounts and file-shares. One of the main projects at this job was managing our printing system. This system was a pay-to-print system, and we would be responsible for adding credits to user's accounts, and troubleshooting them. The responsibilities here included:

- Systems Administration
- Server Administration
- Data Destruction
- Data Backups
- System Cloning
- Virus Removal
- System Setup
- Hardware/Software Support
- Inventory
- Print Management and Repair
- Lab Cleaning

Some of the main skills I picked up in this position was problem solving, hardware support, and customer service.

Education

Bachelor's in Information Technology

Pennsylvania State University-Main Campus - University Park, PA

Master's degree (In Progress) in Computer Science

Georgia Institute of Technology - Atlanta, GA

Skills

- Java
- CSS
- MySQL
- C/C++
- PHP
- PowerShell
- Bootstrap
- Node.js

- XML
- System Administration
- Database Administration
- ReactJS
- C#
- Web Development
- JavaScript
- Microsoft SQL Server
- Git
- HTML5
- Linux
- User Interface (UI)
- Operating Systems
- GitHub
- SQL
- Business Analysis
- Systems Integration
- Software Development Life Cycle
- JQuery
- WordPress
- Joomla
- JavaScript
- ASP.NET
- SQL Server Management Studio
- SQL
- SQL Server
- MySQL
- Word
- Microsoft Office
- Excel
- Powerpoint
- Microsoft Access
- Active Directory
- Outlook
- Software Development
- Azure
- LAN
- Customer service
- TCP/IP

Links

Assessments

Software Developer Fit — Proficient

September 2020

Measures the traits that are important for successful software developers
Full results: [Proficient](#)

Programming Fundamentals — Proficient

September 2020

Designed by engineering managers and real-world employers, this test gives you hard data points to evaluate technical competency
Full results: [Proficient](#)

Work Style: Conscientiousness — Expert

September 2020

Tendency to be well-organized, rule-abiding, and hard-working
Full results: [Expert](#)

Attention to Detail — Highly Proficient

September 2020

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: [Highly Proficient](#)

Programming Fundamentals — Proficient

September 2020

Designed by engineering managers and real-world employers, this test gives you hard data points to evaluate technical competency
Full results: [Proficient](#)

Technical Support — Expert

September 2020

Performing software, hardware, and network operations.
Full results: [Expert](#)

Java — Expert

September 2020

Designed by engineering managers & real-world employers, this Java test evaluates general technical competency
Full results: [Expert](#)

Creating Presentations with Microsoft PowerPoint — Expert

September 2020

Knowledge of Microsoft PowerPoint tools and features
Full results: [Expert](#)

Programming Fundamentals — Proficient

September 2020

Designed by engineering managers and real-world employers, this test gives you hard data points to evaluate technical competency
Full results: [Proficient](#)

Search Engine Optimization — Familiar

September 2020

Interpreting online website performance metrics and understanding search engine optimization tactics
Full results: [Familiar](#)

Working with MS Word Documents — Expert

September 2020

Knowledge of various Microsoft Word features, functions, and techniques
Full results: [Expert](#)

Logic & Critical Thinking — Highly Proficient

October 2020

Using logic to solve problems.
Full results: [Highly Proficient](#)