

Ron W. Morrison

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PROFESSIONAL SUMMARY

Over 35 years experience delivering impactful solutions creating efficiencies for enhancing team-work. Focused on providing exemplary customer service creating enthusiasm and meaningful engagements. Excellence is realized with continuous improvements using fact analysis valuing integrity and quality.

EXPERIENCE

IT Support Technician/Specialist (1099) **07/2021 - 03/2022**
AK Group LLC, Benton Harbor, MI - 888-366-2213

- Pulled Cat 5e/6 Ethernet cable, terminating ends and deploying various network devices
- Replaced whole video systems in 5 full-size school buses during Winter break
- Delivered technical services and support at 5 K-12 Choice Schools throughout West Michigan
- Ability to work seamlessly among students, with staff and independently to complete objectives

Computer Tech (part-time) **01/2019 - 03/2020**
Creative Financial Services, Benton Harbor, MI - 574-263-0053

- 8 engagements on LMC Benton Harbor campus performing classroom equipment tear-downs, transport and setups during year-long \$2.3 million energy upgrade and modernization project

DoD Security Analyst / US Army Project Manager / Capability Manager/Lead **02/2013 - 04/2018**
NCI Information Systems, Sierra Vista, AZ - 703-707-6900

- Member special USAISEC RMF assessment team reviewing DoD / ISEC A&A documents management, operations, and technical security controls for thoroughness and accuracy
- Championed \$3 million Ft. Huachuca Engineering Directorate (FHED) award supporting US Army Enterprise Service Management System (ESMS) Remedy software ticketing system
- Managed/Lead ITSM engineering team delivering, ITIL, DevOps, CMDB, Tier 3 support, NetOps tool integration, on-boarding and training services for ISEC / NETCOM, Ft. Huachuca, AZ
- Orchestrated C&A Type Accreditation DIACAP NIPRNET / SIPRNET processes for program Interim Authorization to Operate (IAT) for gaining and maintaining ESMS Authorization to Operate (ATO)

DHS ICE Computer Systems Analyst **02/2012 - 11/2012**
Qbase, Phoenix, AZ - 703-885-7900

- Developed best practice procedures enabling reliable full data backup catalog recoveries minimizing individual downtime and eliminating unnecessary data loss opportunities

DHS ICE Computer Systems Analyst **09/2010 - 02/2012**
QinetiQ North America, Phoenix, AZ - 781-684-4000

- Lead team member of 6 delivering OS, application, hardware and equipment support including troubleshooting, upgrading, recovery and systems management covering 12+ area metro sites
- Delivered OS, application, hardware and equipment troubleshooting, upgrade, disaster recovery and systems support for 8 Immigration & Nationality Act (INA) Section 287(g) facilities

DHS CBP Computer Systems Analyst / Senior Systems Admin/FTO **12/2006 - 08/2010**
QinetiQ North America (Spherion / Apogen), St. Paul, MN - 781-684-4000

- Performed workstation migrations developing local procedures leveraging server resources, self-service and automation ensuring zero data loss and 50% decreased deployment time
- Adapted semi-automated workstation inventory control system from FLETC centralizing asset reporting vastly improving customer support engagements for all customers and technicians
- Delivered operational support for international airports, cargo and port offices including point for only Duluth MN seaport temporary passenger debarking station at The Great Lakes Aquarium

Senior Analyst/Messaging SME

10/1999 - 12/2004

Assurant, Woodbury, MN - 651-361-4000

- Supervised all email filtering operations overseeing application administrators while diagnosing and resolving technical issues and scheduling messaging change management activities
- In-house email SME performing tier 3 root-cause analysis on email issues working with incident and problem records determining underlying issues and creating workarounds and resolutions
- Lead cross-functional team changing email to assurant.com covering 7 systems across 12 sites impacting 20+ thousand mailboxes and millions messages supporting AIZ 80 million shares IPO
- Reduced annual costs by \$120 thousand and saved \$24 thousand in software costs leveraging existing SMTP, LDAP and API gateway infrastructure investments

Senior Network Administrator

07/1996 - 07/1999

Centron DPL Company, Eden Prairie, MN (no longer in business)

- Added 4 WAN locations working weekends with on-time delivery and no service interruptions
- Delivered 3rd and 2nd level support and performed NetWare and GroupWise installs, updates and maintained configurations for 17+ servers at 11 US sites across 4 different time zones
- Supervised and trained 1st and 2nd level support coordinating with management to ensure maximum network, messaging, file, and print services availability

Additional work experience available upon request

SKILLS

Adaptability | Attention to detail | Empathy | Conflict resolution | Collaboration | Troubleshooting
Administrative support | Documentation | Systems installation | Technical support | Ticketing systems

EDUCATION

Accounting / Data Processing, Ferris State College, Big Rapids, MI

Business Management, Davenport College of Business, Grand Rapids, MI

CLEARANCE

- Top secret, DoD, 2013 - 2018 | DHS 2007 – 2013, BI in 2007

CERTIFICATIONS

- CASP, CompTIA July 01, 2016 - July 01, 2019 | #COMP001020674138
- Security+CE, CompTIA February 02, 2014 - July 01, 2019 | #COMP001020674138

AWARDS

- Certificate of Appreciation (NCI) -Recognition outstanding service / support March 16, 2018
- Certificate of Appreciation (NCI) -Recognition 5 years dedicated service February, 2018
- Certificate of Appreciation (NCI) -Recognition continuing service / support November 10, 2017
- Certificate of Achievement (NCI) -Recognition continuing service / support August 29, 2016
- Team Excellence Award (QinetiQ) September, 2008
- Excellence Award (QinetiQ) March, 2008
- Excellence Award (QinetiQ) December 2007
- Star Performer (Apogen) December 2007
- Work Above and Beyond the Call of Duty, IPO email project (Assurant) March 2004
- Special recognition, seamless co-existence/separation procedures (The Hartford) August 2001
- Monetary Award / Special recognition, office relocation project (Assurant) August 2001
- Monetary Award / Special recognition, GroupWise migration project (Assurant) August 2000
- Employee Recognition Award (Centron) 4th Quarter 1996