

Kim Luong MacLeod

kim.luong.macleod@gmail.com

QUALIFICATION SUMMARY/TECHNICAL SKILLS

CMS: Wordpress, Drupal (6 & 7), Joomla

Portals: Oracle Portal, Ms Sharepoint Enterprise 2007, SCT Luminis, LifeRay 6.x

Languages: Java, PHP, SQL, Javascript, HTML5, XML, XSLT, CSS, ASP

Databases: Oracle 10g, MySQL, Access

Operating Systems: Windows (XP & 7), Red Hat Enterprise Linux, Mac OSx

Applications: Microsoft Office Suite, Adobe Acrobat, Eudora, EZ-Proxy, Lift-Text Transcoder

Graphics/Web: Adobe Creative Suite CS5.5, Microsoft Sharepoint Designer 2007

Web Servers: Apache, Microsoft IIS, Zope

Portfolio available at www.kimlmacleod.com

EDUCATION

M.S., Information Systems
Degree received May 2007

Kennesaw State University

Kennesaw, GA

B.S., Computer Science
Minor in Mathematics
Degree received May 2002

University of Southern Mississippi

Hattiesburg, MS

WORK EXPERIENCE

Application Developer Senior/Service Manager

Oct. 2008 – Present

Georgia Institute of Technology

Atlanta, GA

- Working in the Office of Information Technology (OIT) – Academic Research and Technology (ART)
- Manage/Responsible for various services offered by OIT
 - Share-IT (Collaboration site), Digital Media Initiatives (video storage and streaming), WebEx (Online meetings), Video Conferencing Infrastructure (Cisco Telepresence Management Suite)
- Manage full-time staff and student workers
- Custom Web Application development to support departmental projects such as Time Capture and Service Catalog
- Serve as liaison with Institute Communications
- Knowledgeable in standards and accessibility compliant web development
- Lead Multi-media efforts for Office of Information Technology
- Develop training sessions and documentation for web content owners
- Create custom Drupal and Wordpress themes
- Project Management
- Application development for campus research projects to obtain grant funding
- Graphic Design/Print layout for various department events/presentations
- Guide department in social media initiatives
- Application Server Administration
- Technical Support (Faculty/Staff)
- Research new technology and test/create proof of concept to recommend adoption new services
- Consultant for other campus departments and colleges

Application/Web Developer

Aug. 2006 – Oct. 2008

Georgia Gwinnett College

Lawrenceville, GA

- Install, implement and maintain Oracle Application Server running Oracle Portal
- Administer Oracle Enterprise Portal

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- Development of JSR 168 compliant portlets
- Design and develop college's main public website using PHP and MySQL backend database
- Development of Microsoft Sharepoint web parts
- Design Microsoft Sharepoint Master pages and themes
- Design Oracle training paths for GGC staff
- Oracle Database 10g administration – installation and daily maintenance/tuning
- Train faculty, staff and students in use of Oracle Portal and MS Sharepoint
- Aided in design of data warehouse
- Serve as liaison to maintain content integrity across all campus web-based presence of the college
- Development of standards and guidelines for use of Oracle Portal and MS Sharepoint

Webmaster

Nov. 2004 – Aug. 2006

Dalton State College

Dalton, GA

- Web server administration (Linux/FreeBSD Unix)
- Web policy implementation and enforcement
- Serve on academic committees to develop campus policies in relation to IT and its effects to faculty, staff and students
- Work tightly with the Public Relations department to promote a unified public appeal
- Creation of unique html email advertisements and other publication layouts
- Website design and maintenance
- Special web application development
- Faculty/Staff support
- Administer training sessions for faculty and students
- Organize and lead 30+ web monitors for each academic division and department across campus
- Manage and monitor student clubs to ensure conformity with college policies
- Strong teamwork skills

Information Technician

Mar. 2003 – Nov. 2004

AquaShield, Inc.

Chattanooga, TN

- Linux network administrator
- Desktop/Software Support
- Provide training to existing and new employees on technologies (hardware and software)
- Develop and maintain online project management database application to improve work efficiency
- Web Page Design and maintenance for AquaShield & sister company, Remedial Solutions, Inc.
- Assessed functionality and use of website and online application
- End user support of online Product Design Assistant
- Responsible for all technological decisions
- Develop graphics and animation, using latest technology from Adobe and Macromedia (Photoshop, Flash, etc.)
- Aide with marketing materials in development of print designs and layouts
- Assist with Project management and budget tracking
- Responsible for continuous research on new technologies
- Research and analyze competitors' marketing approaches
- Organize and oversee out-sourcing of marketing development and computer needs.
- Proof print and electronic productions

Technical Support Representative

Jan. 2003 – Mar. 2003

Convergys

Chattanooga, TN

- Provided first tier technical support for inbound calls of DSL company

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- Responsible for timely and accurate information to customers to resolve internet connection issues
- Provided great customer service to meet standards of company, client and clients' customers
- Troubleshoot internet connection problems across a wide variety of OS platforms (MS Window 98, ME, NT, 2000, XP and MAC OS 9 thru OS X)
- Responsible for making informative decisions concerning customer accounts to determine if further assistance is needed
- Proper and fast entry of all calls' documentation to maintain customer records
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PUBLICATIONS/PRESENTATIONS

Luong, K. (2008) Bringing Sharepoint Online. Rock Eagle: University System Annual Computing Conference.

Luong, K. and Nagel, K. (2007) Lessons Learned in Launching a Student Gateway to Resources. Rock Eagle: University System Annual Computing Conference.

Luong, K. (2006) The other side of identity theft: not just a financial concern. *InfoSecCD '06: Proceedings of the 3rd annual conference on Information security curriculum development*. ACM, Kennesaw, GA (152-155)

REFERENCES

Available upon request