

CLINT RAGSDALE

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QUALIFICATIONS SUMMARY

Apple Certified Support Professional with fourteen years of progressive experience in hardware/software support and project management. Proven ability to plan and execute major software upgrades, hardware transitions and system implementations. Recognized by end users for providing timely, respectful customer service through training, mentoring, and sharing expertise. Adept at creating effective training documentation and conducting training classes.

Expertise includes:

- Mac OS X (and Server)
- Adobe Creative Suite
- iPhones & iPads
- Wired and Wireless Networking
- Windows XP (and 2000 Server)
- Quark XPress
- Remote Desktop
- Desktop and Laptop PCs
- Solaris/Unix
- Microsoft Office
- VPN
- Servers and RAIDs

PROFESSIONAL EXPERIENCE

AIM SYSTEMS INC. — ALPHARETTA, GEORGIA

2009-Present

An insurance processing center for several national financial institutions.

System Administrator

Maintained company network of 50 Macs and fifteen servers plus seven additional servers at disaster recovery site; supported fifteen remote users accessing company systems via iPhone, iPad and laptops; maintained company-wide continuation of business plan.

- Set up Xsan system and migrated company data from single RAID to exceed previous performance, increase storage limits and flexibility, and improve uptime through additional redundancy.
- Implemented Bru-APP backup appliance and AIT tape library. Decreased backup times by 50% by enabling concurrent backups. Decreased number of tapes in use by 40%. Enabled online backup for instantaneous restoration of files.
- Migrated users from network home directories to portable home directories with File Vault encryption to increase reliability without reducing data security. Eliminated dependency on home directory server without diminishing data redundancy.

MACY'S CENTRAL — ATLANTA, GEORGIA

1999-2009

A division of Macy's department stores operating 234 locations in eighteen southern and mid-western states.

Systems Applications and Project Manager

Supported and maintained Advertising department network of 150 Macs and eight servers (Mac, Windows and Solaris) in two locations; resolved user issues; recommended, tested, and implemented software and hardware upgrades; maintained archives of old files and backups of servers; assisted Hardware Manager with network and server problems; and coordinated with Macy's corporate IT to meet company standards.

- Increased efficiency and reduced time spent troubleshooting user issues by 50% for 120 users by planning and executing migration from OS 9 to Mac OS X. Created training and distributed documentation and conducted training classes to familiarize users with changes.
- Planned and executed transition from Quark XPress to Adobe InDesign to meet company standard. Included conversion of more than 500 advertising and corporate creative documents.
- Assisted with server transition from Helios Ethershare software platform to Xinet software platform for pre-press and OPI to meet company standard. Created and distributed training documentation and held training classes to familiarize users with changes that affected them.
- Replaced paper-based ad proofing with division-wide online proofing system which eliminated requirement that buyers to visit the Advertising department for proofing. Planned and executed implementation of system including installation of software on over 200 Windows PCs. Created and distributed training documentation and held training sessions for all buyers.
- Reduced delays by implementing online server backup so files could be restored in a fraction of the time taken to search and retrieve files from tape.
- Enabled travelling Mac users access to corporate network resources while meeting corporate security standards by implementing Cisco firewall with VPN.

VULCAN PUBLICATIONS — BIRMINGHAM, ALABAMA**1992-1999**

Publisher of national trade magazines for industries including trucking, electrical, and construction.

Systems Manager

1997-1999

Supported Creative Services department network of 30 Macs and 20 Windows PCs; maintained electronic back issue archives and server backups; resolved hardware and software problems; worked with the MIS Director to resolve network issues; installed new hardware/software; wrote procedure and training manuals.

- Executed migration from AppleShare IP server to Windows NT server. Created and distributed training documentation to familiarize users with changes.
- First person to hold System Manager title within Creative Services. Created departmental systems standards and procedures from scratch.

Production Manager for *Electrical Equipment Guide* (biweekly trade magazine)

1995-1997

Designed ads, scanned artwork; formatted editorial; built pages; locked up the magazine for the appropriate number of four color and spot color pages; worked with sales reps to resolve problems with ads; met printer's deadlines.

- All 57 issues of *Electrical Equipment Guide* shipped to printer on time while I served as the magazine's Production Manager with an average of 88 pages per issue.

Ad Designer/Typesetter

1992-1995

Input ad text for classifieds and designed small ads to meet customer specifications and tight deadlines.

OVER THE MOUNTAIN JOURNAL — BIRMINGHAM, ALABAMA**1991-1992**

Biweekly community newspaper for several suburbs of Birmingham with a circulation of 30,000 homes.

Production Manager

Laid out the paper in Quark; wrote and edited some stories; designed promotional materials and ads.

- Worked as intern and became first full-time non-sales employee hired by the Publisher.
- Learned Quark XPress on the job.

EDUCATION

Birmingham-Southern College — Birmingham, AL
Bachelor of Arts, Major in English

Graduated 1991

CERTIFICATIONS

Apple Certified Support Professional (ACSP) 10.5

AWARDS

Macy's Central Quarterly All Star Employee Award (for Marketing)	Fall 2007, Fall 2005, Fall 2000, Fall 1999
Vulcan Publications Annual Leadership Award (for Creative Services)	1995
Vulcan Publications Creative Services Employee of the Month	June 1997, May 1996, Oct. 1995, June 1994, March 1994, Dec. 1993

SPECIAL SKILLS

- Extensive experience supporting, configuring and upgrading most Mac desktops, laptops and servers.
- Extensive experience supporting and configuring Mac OS X 10.6 and previous versions back to System 7, as well as iOS devices (iPhone, iPad, iPod Touch).
- Comfortable supporting users face-to-face as well as remotely (via phone, Remote Desktop, and VPN).
- Extensive experience supporting desktop publishing software, including Adobe Creative Suite (Photoshop, InDesign, Acrobat, Illustrator, Flash, Fireworks and Dreamweaver) and Quark XPress.
- Experience supporting many other software packages, including Microsoft Office, FileMaker Pro, Lotus Notes Client, Final Cut Pro, iLife, iWork, Parallels, VMware Fusion, Remote Desktop, Toast and Retrospect.
- Experience supporting XServes, Mac OS X Server 10.6 and previous versions back to AppleShare IP.
- Experience supporting Unix based Prepress and OPI servers including Helios Ethershare and Xinet.
- Familiar with RAIDs, NAS, tape backup drives and libraries, and external hard drives.
- Familiar with wireless and wired networking hardware including switches, routers and firewalls.