

GEORGE MORRIS

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Service Delivery Guru | PC & Network Support Technician |
Entrepreneurial IT Consultant

Dedicated and proven IT professional with a service-oriented mindset. I think on my feet and enjoy a challenge. I provide solutions meant to fit my clients needs. Comfortable and experienced with many environments, I seek to create new solutions when new problems arise. I mesh well with others and lead by example as well as analyzing and working with individual strength and weaknesses.

EXPERIENCE

AUG 2023 -
APR 2024

FIELD SERVICES OPERATIONS TECH, NORTH AMERICA, OVATION WORKPLACE SERVICES FOR HCL AT CATERPILLAR - EAST PEORIA AND MOSSVILLE, IL

- Provided desktop support and deployments for users at their desk, in factories, and at the tech bar.
- Stocked vending machines that supply computer equipment to users.
- Established relationships with key staff within HCL and Caterpillar
- Created forms and solved other day to day problems.
- Handled Service Requests for Hardware repairs and reimaged computers.
- In a prior role with HCL during a different contract, I was in charge of handling logistics of assets that left the North American build room.
- Certified by Dell Techdirect to be able to perform warranty repairs on computers at Caterpillar.
- Started this role as a contractor; my history with HCL started back in September 2021, and it led to a permanent position after coming back temporarily twice in 2023 (March and June).
- Was promoted to senior tech for East Peoria Factory Support operations, to get the ticket queue back under control after it was mismanaged by my predecessor.
- Then I was transferred to Mossville building AC and become the senior tech at that site, which is where I am currently.
- Whenever I was moved, it was because they knew I'd be able to identify and report problems with the different sites, as well as solve many of them on my own.

APR 2021 -
PRESENT

OWNER, PEKIN PC SOLUTIONS - SOUTH PEKIN IL

- Built websites for clients and myself using HTML5, Bootstrap, WordPress, and Webflow.
- Created a custom CRM for managing the day to day operations of field and other IT operations.
- Responsible for marketing of the business.
- Planning a store launch and other strategies for a retail presence- namely kiosks.
- Provide onsite and depot repairs of computers, tablets, and smartphones.
- Provide onsite networking support, including planning the design, cabling ,and configuration.
- Maintain a few VPS that we use to host our sites and other tools.

AUG 2006 -
PRESENT

INDEPENDENT IT CONSULTANT - CENTRAL REGION IL

- Built relationships with many companies over the years to perform a wide variety of contract jobs.
- Some of the contracts I've done include: DSL installations, POTS and VOIP installations and troubleshooting, network cabling, server rollouts, PC repair for home and business.
- Repaired phones, tablets, and computers by appointment.
- Built my own websites and managed my own social media marketing.
- Opened my first store in September 2019, which unfortunately closed March 2020 due to the pandemic.
- Managed servers for web developers.
- Hosted websites for business clients.
- Designed websites using WordPress, HTML5, and later on with Webflow.

FEB 2022 -
OCT 2022

IT ANALYST I - PEORIA PARK DISTRICT - PEORIA IL

- Network troubleshooting (wired and wireless)
- Was on-call on weekends
- Planned and Deployed Mosyle MDM for district Apple devices
- Responded to support tickets from users
- Created accounts for new employees in Active Directory
- Supported IT for the breadth of the Park District, including offices, multiple recreation centers, and the Peoria Zoo.
- Occasionally worked remotely when it was needed.

AUG 2020 -
MAR 2021

PC/LAN TECHNICIAN - PEORIA IT - PEORIA HEIGHTS, IL

- Performs repairs of PC, Mac, and mobile devices in shop
- Travels onsite to perform repairs and networking tickets for small business and corporate clients.
- Remote support of business clients
- Acquired new customers for the company
- Built a website for one of the sister companies
- Basically, when the boss needs something done or figured out, I get the task and I solve it.

JAN 2013 -
OCT 2015

TECHNICAL OPERATIONS OFFICER - ARVIXE - REMOTE

- Provided live (chat and phone) support for Arvixe's clients, as well as creating and resolving tickets. This support includes support for shared accounts, VPS, as well as dedicated servers
- Respond to tickets from customers, and resolve issues that can't be resolved over live support
- Identified issues with DNS, email, and other various server problems. Supported both Linux and Windows in a web hosting environment
- Was backup shift lead for the technical support team.

EDUCATION

2005-2007



ASSOCIATE'S OF APPLIED SCIENCE, NETWORKING – ILLINOIS CENTRAL COLLEGE – EAST PEORIA, IL

2001-2005



HIGH SCHOOL DIPLOMA, PEKIN COMMUNITY HIGH SCHOOL – PEKIN, IL

SKILLS

- Technical Support
- Customer Service
- Tools like Slack, Zoom, Jitsi Meet, Rocketchat, and Teams.
- Able to work with and lead a team
- Creative problem solving
- Communication skills

TECHNICAL SKILLS

MDM Deployment and Management - Mosyle

Technical Support

Customer Service

VPN and Network Security

Linux Workstation and Server Administration

Java Application Support

CentOS, Debian, and Ubuntu

WHMCS

WHM/Cpanel and Cloudlinux Admin

Windows Server 2003-2016

Support and deployment of PHP applications

Support of HTTP/HTTPS/IMAP/POP3/SMTP/DNS

CompTIA A+ Certified (COMP001004731840)

Dell Certified (Tech ID: 520630)

Active Directory Administration -Cabling

Kayako

Support of MySQL/PostgreSQL/MariaDB/InnoDB -Shell scripting, mainly for deployments -Virtualization with OpenVZ/Virtuozzo/KVM/Hyper-V -WebsitePanel and Sentora Open-Source control panels