

CLEMENT A. GOLLIER

8622 Woodridge Drive ◦ Sherwood, AR 72120 ◦ (501) 256-7415 ◦ cagollier@mammoth.com
<http://www.mammoth.com>

Accomplishments

- Designed, led and implemented several projects for Clearpointe's customers. Projects ranged from a server upgrade to a total network replacement for a customer with 14 sites and 300 users.
- Managed 8 Windows NT 4.0 domains (1,500 users, 2,000 nodes) with complex trust relationships, as well as several web servers, and upgraded these domains to Windows 2000 with Active Directory through a complete infrastructure redesign, for a final count of 17,500 users and 4,000 nodes.
- Implemented and support Exchange 2000 and 2003 email servers.
- Implemented a multipart Help Desk software (Goldmine HEAT) solution, including Microsoft SQL Server database design, creation and maintenance and Systems Management Server rollout.
- Created a PKI infrastructure, with server, workstation, and user security certificates.
- Implemented and supported a new point-of-sales system (Core OneStep) for the University of Arkansas at Little Rock.

Experience

2005 – Present Clearpointe Technology, Inc.
Network Engineer

Infrastructure design: Design solutions for our customers' needs. Solutions ranged from a simple server upgrade to complete network (layer 1) redesign, depending on the project.

IT project implementations: Onsite implementations of IT upgrades, including network and server hardware, edge firewalls (Cisco PIX or Microsoft ISA server) operating system, network services (Active Directory, DNS, Exchange...) and line of business applications. Project implementer/leader role also includes customer relations and training functions (depending on project scope).

Third level support: Provided 3rd level support to Clearpointe's Network Operations Center for Active Directory, SQL, SMS and Exchange.

2004 – 2005 Little Rock Diagnostic Clinic
IT Director

Network / System Management: Maintained server (include Windows domain controllers, Exchange and SQL servers) and network infrastructure for 190 users. Implemented device change management solution.

HIPAA compliance: Drafted access control policies and disaster recovery plan. Developed employee training and awareness plan. Reconfigured network devices and servers to allow for object-level access and change auditing. Configured and maintained firewall for access control as well as intrusion detection.

Practice management software: Supported and administered the Clinic's main software package (Nextgen EPM); developed custom reports and processes.

Technology-enhanced business processes: Convert medical transcription to digital format and centralize all transcription files; implemented an IVR appointment reminder and AR collection solution; modify all X-Ray equipment to produce digital images and convert existing films.

- Member, Golden Key National Honor Society
- Member, Phi Alpha Theta, History National Honor Society
- Member, Pi Sigma Alpha, Political Science National Honor Society

Languages

English (fluent), French (mother tongue), Dutch, German.

References

Supervisor

Mr. Joe LaRocca
Clearpointe Technology, Inc
7 Office Park Drive
Little Rock, AR 72205
(501) 225-1155

Mr. Rogers Davis. Director of Networks
U. of Arkansas at Little Rock, Computing Services
2801 S. University
Little Rock, AR 72204
(501) 569-3345

Users and clients

Mr. Lucian Shockey, Vice-Chancellor for Finance and Administration
 Dr. Charles Donaldson, Vice-Chancellor for Educational and Student Services
 Ms. Sandra Dannaway, Registrar
 Mr. Robert Long, Financial Systems Administrator
 Mr. Kevin Barnes, Financial Aid System Manager

U. of Arkansas at Little Rock
2801 S. University
Little Rock, AR 72204
Telephone numbers on request.

Dr. Donald Stewart, Owner
DS Art546 Broadway
Birmingham, AL 35209
(205) 942-2587

Peers

Mr. Dale Miller, Systems Programmer
 Mr. David Roetzel, Network Technician

U. of Arkansas at Little Rock, Computing Services
2801 S. University
Little Rock, AR 72204
(501) 569-3345

Mr. Kevin Clark
Clearpointe Technology
7 Office Park Drive
Little Rock, AR 72205
(501) 225-1155