ROBERT L. MORROW

1400 State Route 21, Almond, New York 14804 (607) 276-5079
morrow@northernexposure.net

PROFESSIONAL PROFILE

MBA candidate with a 3.80 GPA and a proven record of success in the technical arena in both corporate and academic environments. Excellent management, project management, problem-solving and troubleshooting skills, combined with effective communication and training skills.

Management: Three years of solid experience in managing technical and non-technical personnel and students. Hands-on management experience that includes determining initiatives and establishing team goals, delegating responsibilities, facilitating work flow and providing feedback, administering evaluations and completing projects on time and within budgetary allotments.

Team Development: Strong team leader with demonstrated team-building skills including experience in creating individual and team incentives, organizing retreats and other morale-building activities.

Project Management: Three years of proven experience in successful project management execution, which included design and implementation, creating functional teams and committees, using project management software, writing cost analyses, process re-engineering and running total quality management assessments on prospective projects.

Teaching & Training: Demonstrated teaching experience at the community college level in the area of computer science. Five years of comprehensive training that consisted of training program assessments, developing and implementing customized training programs, writing training protocols and creating presentation materials and instructional tools.

PROFESSIONAL CREDENTIALS

ROSLYN COLLEGE, Roslyn AK   1996-1999
Director, Information Services (1998 - 1999)
Reported to the Vice President of Communications and Development; Responsibilities included managing staff, working with various departments to improve campus-wide database interfacing system and identifying and leading new technical initiatives which included the design and implementation of an on-line giving program.

- Database Manager of Benefactor, a hierarchical/relational administrative mainframe database system; Created and chaired Benefactor Information Management Committee
- Managed three full-time information services staff members, one full-time programmer and six student interns; Oversaw training of 30-plus college administrators in software and networking applications
- Wrote conversion prospectus for converting mainframe database system over to desktop system
- Outlined protocols for data storage and data dumps

Assistant Director, Information Services (1996 - 1998)
Reported to the Director of Alumni Affairs and Information Services; Responsibilities included day-to-day operations with respect to training, desktop support and administrative database systems.
- System Administrator of an Appleshare server that supported 50-plus clients
- Provided training and technical support in the Macintosh environment encompassing the Mac OS, software applications, and Internet tools
- Drafted and implemented disaster recovery program for the office of Communications and Development
- Composed technical manuals and end-user documentation

ALLEGANY SCHOOL OF COMMERCE, Olean NY   1997-1999
Adjunct Instructor for Computer Science
- Taught various computer science courses including introduction to computers, microcomputer applications, spreadsheets, programming methodology, logic, artificial intelligence, database design and business mathematics
- Advised students in curriculum on course content and selection

BOARD OF COOPERATIVE EDUCATIONAL SERVICES, Steuben NY   1995-1996
Corporate Instructor
- Taught computer science courses to employees at various corporations including operating systems, relational databases and various software applications
- Designed practical application projects to relate course work to individual job demands and responsibilities

VOLUNTEER SERVICE

MAURICE'S YOUTH CENTER, Roslyn AK   1999-present
Mentor/Fundraiser
- Supervising mentor for a drop-in center that serves 120 at-risk youth, ages 12 to 19
- Designed, underwrote and implemented technology and investment programs for the Youth Center
- Assist with grantwriting while working on MBA degree

EDUCATION

Alfred University, Alfred NY   December, 2001
Master of Business Administration Candidate, Management Information Systems concentration
GPA: 3.80/4.0

State University of New York Institute of Technology, Utica NY   May, 1995
Bachelor of Science, Computer Science
GPA: 3.20/4.0

Greater New Haven State Technical College   May, 1994
North Haven, Connecticut
Associate of Science, Biomedical Engineering
GPA: 3.14/4.0