

STEVEN HOLLINGSWORTH

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EXPERIENCE

FREELANCE DEVELOPER

Web Developer and Information Technology Consultant

Royston, Georgia

May 2005 - Present

Designed and developed new Web site for local carpet cleaning company that generated an increase of 24% in visitors within its first year. Designed and developed new Web site for local municipality using the Drupal content management system that generated an increase of 80% in visitors within its first three months. Currently provide routine Web site maintenance and management of various e-mail and collaboration suites for clients.

BANKS-JACKSON-COMMERCE MEDICAL CENTER

Systems Support Intern / Information Systems

Commerce, Georgia

May 2008 - August 2008

Focused on deploying hospital-wide help desk solution with inventory control using the Spiceworks server application. Researched and proposed a plan to implement Microsoft Terminal Services with thin clients at all nurses' stations to help reduce help desk calls and hardware problems. Also assisted the Systems Administrator in day-to-day technology operations and implementing strategic initiatives on behalf of the Director of Information Systems.

GEORGIA INSTITUTE OF TECHNOLOGY, COLLEGE OF MANAGEMENT

Systems Support Intern / Information Technology

Atlanta, Georgia

January 2008 - May 2008

Focused on researching the feasibility of implementing Microsoft Forefront and Microsoft System Center Essentials applications into the current Georgia Institute of Technology College of Management Information Systems. Also assisted the Help Desk Coordinator in day-to-day technology operations and implementing strategic initiatives on behalf of the Director of Information Technology Services.

TY COBB HEALTHCARE SYSTEM

Systems Support Intern / Information Systems

Royston, Georgia

May 2007 - August 2007

Focused on implementing audio and video chat capabilities for the corporate executives using the Spark collaboration client and the OpenFire collaboration server, which uses the XMPP (Jabber) protocol. Also assisted the Systems Administrator in day-to-day technology operations and implementing strategic initiatives on behalf of the Director of Information Systems.

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, College of Management

Bachelor of Science in Management

Atlanta, Georgia

May 2011

- Concentration: Information Technology Management
- Relevant Coursework:
 - Systems Analysis & Design: Designed new patient flow system for a rural hospital having issues with patient registration and admissions to improve wait times and reduce visitor confusion.
 - Management of Healthcare Operations: Developed improvements to current Emergency Room patient flow policies for a rural hospital to improve patient triage throughput and overall wait times.
- Relevant Courses: Business Data Communications, Business Process Analysis & Design, Electronic Commerce, Database Management, Global Operations and Supply Chain Strategy, Introduction to Database Systems, Management of Technology, Service Operations Management

SKILLS

- Experience using Microsoft Windows XP/Vista/7, Microsoft Windows Server 2000/2003/2008, Apple Mac OS X, and various Linux distributions.
- Experience using Microsoft Office, Microsoft Visio, Spiceworks, and Adobe Creative Suite software.
- Experience using the CPSI Healthcare Information and Patient Care System and the MEDITECH Healthcare Information System.
- Experience designing and developing with Drupal and WordPress content management systems.
- Experience with deploying MySQL and Microsoft SQL Server and developing with HTML/CSS, PHP, and JavaScript.