Roosevelt T. Stallings III

(573)353-7010

rooseveltstallingsiii@gmail.com

EDUCATION

Lincoln University of Missouri, Graduated December 2017   Jefferson City, MO

Bachelor of Science in Computer Information Systems Emphasis: Programming

Associate of Applied Science, Computer Science Emphasis in Programming

TECHNICAL SKILLS AND SOFTWARE PROFICIENCIES

Microsoft Office 365 • Microsoft Windows 10 • Microsoft Active Directory • Google Workspace • VMware • Wordpress • Divi • Elementor • Git • Flutter • FlutterFlow • Python • Bootstrap • HTML • CSS • Javascript • React (In progress)

IMPORTANT LINKS

Github: github.com/rstallingsiii

WORK & LEADERSHIP EXPERIENCE

January 2023 – Current   **Midwestern Baptist Theological Seminary**   Kansas City, MO

Help Desk Manager

Responsible for overseeing the day-to-day operations of the help desk, ensuring that all technical issues are resolved efficiently, and maintaining a high level of user satisfaction.

RESPONSIBILITIES

- Oversee and train tier 1 help desk technicians in policies, software, and processes
- Provide Tier 2 customer support to resolve technical problems, identify effective solutions and offer explanations to students, staff, and faculty.
- Maintain, analyze, and repair onsite and remote hardware and software systems.
- Support, enforce, and improve Help desk policies.
- Manage and lead help desk projects and initiatives.

January 2021 - Present   **Visio Dei Designs**   Jefferson City, MO
Owner and Web Developer
Serve as the primary web developer and owner/operator of a website design company intent on providing high quality services to small start-ups.

PROJECTS
Em's Sweet Treats (current)

Start-up allergy friendly home bakery business in need of an online store.

- Developing a mobile-first home bakery website with analytics, and SEO, implemented. Once completed, the site will receive regular maintenance.

Rooted/rootedlumo.org

College ministry of Soma Community Church serving the community of Lincoln University in Jefferson City, MO.

- Tools used: Wordpress, Divi
- Noteworthy Features: Blog
- Provide maintenance, monthly client meetings and a report of recommended site updates.

Summit Community Church /summitcommunitychurch.com

Developed a full package of website design and configuration for Summit Community Church. It is a local church plant located in Holt Summit, MO in need of a website redesign.

- Tools use: Wordpress, Elementor Pro
- Noteworthy Features: Events,
- Provide maintenance, monthly client meetings and a report of recommended site updates.

The Worthy Project /theworthyprojectllc.com

Developed a full package of website design and configuration for The Worthy Project. It is an educational consulting startup company that was in need of a professional business website.

- Tools used: Wordpress, Divi, Events Calendar
- Noteworthy Features: Ticketing and Events

RESPONSIBILITIES
- Provide digital marketing strategy, implementation and coaching to local start- ups.
- Formulate an effective and responsive design into a working website using themes and plugins.
- Develop, test, and deploy Wordpress and Wix websites.
- Troubleshoot and resolve managed website issues.

July 2018 – December 2022   **Wipro Infocrossing**   Jefferson City, MO
Desktop Support Technician
A full-time position spent working on a team of systems administrators who manage accounts and respond to issues for three client contracts submitted using a ticketing system.

PROJECTS
Medicare Laptop replacement (Lead) (100 employees/6 months)

A short term assignment to oversee the replacement of laptops for 100 company employees.

- Developed a laptop replacement timetable;
- Ordered, received and Imaged new employee laptops;
- Organized old laptop drop off and shipment processes;
- Migrated user data;
- Organized replacement laptop disbursement

Windows 7- Windows 10 migration (500+ people/6 months)

A short term assignment to oversee the upgrade of employee technology.

- Created a laptop migration timetable
- Interacted with end users to establish migration timetable
- Upgraded users from Windows 7 to Windows 10 based on a provided schedule

Office 2013 - Office 365 migration (500+ people/6 months)

- Upgraded users from Microsoft Office 2013 to Microsoft Office 365 based on a provided schedule

Uno Project (500+ people/1 year +(ongoing))

- Migrate over 500 employees from 3 separate accounts to new domains under a single domain tree within Active Directory

- Moved inventoried and user assigned equipment (laptops, printers, keyboards, mice, etc)from 3 locations to a new singular location at Capital mall

RESPONSIBILITIES
- Provide customer support to resolve technical problems, identify effective solutions and offer explanations to employees.
- Maintain, analyze, and repair onsite and remote hardware and software systems.
- Support and enforce information technology (IT) policies.
- Maintain call records of events, concerns and issues and update case queries and customer statuses.
- Manage user and group account information, permissions, and rights.

September 2017 – July 2018   **Missouri Baptist Convention**   Jefferson City, MO
Media, Technology & Events Specialist
A full-time entry-level position assisting IT staff with the delivery of required multimedia services for seminars, workshops and meeting spaces.
- Provided level one and two desktop support services to MBC staff.
- Media, Technology, & Events resource management at Missouri Baptist Main Building and High Point facilities.
- Provided live event support: audio, lighting, stage, and video.

May 2017 - August 2017   **Missouri Baptist Convention**   Jefferson City, MO
Summer Missionary
A summer full time internship position serving as a middle school camp leader.
- Attended required leadership training.
- Met weekly with the church staff of Soma Community Church to discuss college ministry progress and summer activities.
- Served as a student leader for two sessions of Super Summer summer camp.
- Served as a floater during vacation bible school at Soma Community Church.
- Interacted with different students on Lincoln University's campus.

May 2016 - July 2016   **Howard University Computer Science**   Washington D.C.
Introduction to Engineering Design Howard University Enrichment Program Instructor
Served as a classroom facilitator for engineering design summer program participants at Howard University.
- Facilitated engineering design concepts to middle school students related to subtractive and additive manufacturing.
- Instructed students on 3D modeling and design concepts using NX 10 software application.
- Assisted students with the design and implementation of 3D printable objects using the Makerbot Replicator, Stratasys Uprint SE, Stratasys Dimension 1200es.

August 2015 – January 2016   **Capital Region Medical Center**   Jefferson City, MO
Desktop Support Analyst
Part time IT desktop support position resolving level one support issues and implemented computer related technology to the new expansion of Capital Region Medical Center.
- Installed base images on new and error ridden computers.
- Resolved level one technical issues for end users.
- Assisted with the transfer, updating, and managed daily operations and upkeep of computer systems.

COMMUNITY ACTIVITIES AND HONORS
Youth Group Leader, Soma Community Church (Weekly) 2021 ● Food Pantry Volunteer, Capital West Christian Church 2020 ● Kids Across America Group Leader/Kaleo 2018 ● Night To Shine Volunteer, Capital West Christian Church 2017 – 2020 ● Food Pantry Volunteer, Oak Chapel Baptist Church 2017 – 2018 ● Vacation Bible school Volunteer, Concord Baptist Church 2016 ● Affordable Christmas Volunteer, Soma Community Church 2015 – 2017 ● Office Assistant, Concord Baptist Church 2014