

Melissa Raulston

Work Experience 05/2007 – Present **Florida State University College of Communication & Information Webmaster**

Converted main College website and other supporting applications from ColdFusion to ASP/MSSQL or PHP/MySQL platforms, as appropriate. Worked with committee of 15 which included staff, faculty and deans to ensure resulting information architecture meets needs of all stakeholders including students, faculty, staff and alumni. Conversion complete December 2008. Developed new College of Information & Communication website and rebranded existing College of Information website to School of Library & Information Studies in response to merger with College of Communication. Conversion completed July 1, 2009. Implemented Siegel & Gale branding requirements as part of merger conversion process. Reworked University-provided S & G design templates for to meet or exceed all Section 508 requirements for accessibility and usability. Implemented Web 2.0 technologies as appropriate including WordPress blog to drive News and Calendaring features on both SLIS and CCI websites. Created and implemented PHP-driven College directory which allows end user to login via University LDAP to update personal, Vita and contact information. Works closely with IT Coordinator to maintain websites on Windows 2003 servers running in virtualized environment. Implemented SVN repository system for all College websites. Provides advice and guidance on the uses of new and emerging technologies. Works closely with faculty to develop and maintain websites which support research and grant activities. Supervises and mentors student OPS workers in Office of Webmaster. Serves as occasional backup for both Help Desk Supervisor and Network Administrator. Participates in IT planning and budgeting process. Provides end user support for web-based applications and services. Selected by a vote of co-workers to receive Staff Member of the Year award in December 2008.

05/2006 – Present **Florida State University Florida State University College of Communication & Information Adjunct Instructor**

Developed and taught **LIS4708**, Perspectives on Information Technology, one of two undergraduate capstone courses. The student deliverable is the Interactive Resume – a website developed by the student, for the student as a marketing tool that showcases their knowledge, skills and abilities. Developed and currently teaching **LIS4910**, IT Project, the second of two capstone courses which teaches project management skills including developing and executing project plans, project time management, estimation and costing and client interaction. Developed and managed the SPARTA (Supervised Practical Application of Research Theory and Academics) Service Learning program in coordination with the Center for Leadership and Civic Education which places 50-75 students per semester in technical positions serving community non-profits as part of LIS4910, LIS4708 and Directed Independent Study courses. Nominated for Thomas Erlich Engaged Campus award in 2008 in recognition of SPARTA efforts. Redeveloped and taught **LIS4366**, Large-Scale Web Development. Serves on multiple committees including Undergraduate Curriculum committee.

12/2002 – 3/2008 **ITG Solutions Inc** Tallahassee, FL
President/CEO

Founded business in 2002 as a spin-off from Livewire Communications. Served 120 hosting clients and over 400 email users when business sold in January 2008. Designed and deployed proprietary content management system (CMS) "InfoToGo" on the ASP/MSSQL platform. Owned and managed co-located hosting/database and mail/DNS servers which ran on Windows 2003 platform. Performed all Systems Administration functions including file and database management, security functions, software installations/upgrades, software troubleshooting, disaster planning/recovery and end-user support. Managed DNS servers and performed all name-management tasks including working with registrars to resolve various registrant and access issues. Managed all email functions end-to-end including migrating mail from other hosts, troubleshooting/solving mail delivery issues, implementation and management of spam filtering systems and end-user support for client email applications including Outlook, Thunderbird, Eudora and webmail. Built and hosted small and large data-driven applications ranging from membership management tools to real estate search modules. Provided all project management services from systems analysis to business process reengineering, prototyping, beta-testing and post-launch support. Provided technical support to clients and their end users via email/chat and face-to-face for all hosted functions provided by ITG Solutions. Provided content creation assistance to clients that included search engine marketing training and support and advice on writing for the web. Provided Section 508 compliance advice and services. Managed a team of five - seven workers including student interns and offshore programmers.

8/2001 – 12/2002 **Livewire Communications, Inc.** Gainesville, FL
Director of Interactive Technology

Coordinated all aspects of web development projects from initial meeting with client through launch of site. Worked with existing customer base to resolve bug reports and plan site revisions and additions. Ensured customers were billed in an accurate and timely manner for work performed. Developed websites/web applications in ASP on a Windows 2000 environment running Access or MSSQL database backends. Implemented several projects in PHP/Perl running on Windows Server with MySQL database backends. Provided end user technical support in person, on phone and via email for hosting and mail operations. Supervised team of web developers and support personnel. Provided sales and marketing services for web development division. Budgetary responsibility for web development operations.

8/1998 – 5/2001 **University of Florida** Gainesville, FL
Undergraduate Consultant

Tutoring and homework assistance for CGS3403, Introduction to COBOL Programming

1999-2000 **Counterpoise Magazine** Gainesville, FL
Webmaster and Technical Support

Built and maintained web site. Built and supported internal network.
May 2001 **University of Florida** Gainesville, FL
B.S.B.A. Decision and Information Science
Cum Laude, Golden Key Honor Society

Education