

Melissa Morisco Raulston

Work Experience

01/2012 - Present **Plato Wynne Consulting**
Chief Problem Solver

Plato Wynne Consulting offers full-service website consulting, development and hosting on the WordPress platform. Retainer services include online branding and marketing, SEO optimization, content management, print collateral and social media services.

01/2012-11/01/2012 **WellSpring Studio School**
Founder, Director and Doorman

WellSpring Studio School provided website services and technology management support to non-profit agencies in the Tallahassee-Leon County area through a service learning program that prepared college students to graduate with the workforce-ready skills employers value. The program was funded through the provision of web development, hosting and email services provided to small business and non-profit organizations and the provision of temporary technical employees to local organizations and through short and long-term technical project partnerships.

05/2006 – 12/2011 **Florida State University** Tallahassee, FL
Webmaster, Adjunct Faculty and Service Learning Coordinator

Webmaster:

- Converted main College website and other supporting applications from ColdFusion to ASP/MSSQL or PHP/MySQL platforms, as appropriate (5/2007 – 12/2008)
- Created new design template for main College website that met all Section 508 requirements for accessibility and usability. (5/2007 – 12/2008)
- Developed new College of Information & Communication website in response to merger with College of Communication. (Completed 7/2009)
- First unit on campus to implement University-mandated branding requirements as part of merger conversion process. Reworked University-provided 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
- Supervised creation and implementation of PHP-driven College directory which allowed end users to login via University LDAP to update personal, Vita and contact information
- Worked closely with IT Coordinator to maintain websites on Windows 2003 servers running in virtualized environment
- Implemented SVN repository system for all College websites
- Implemented ASP-based survey tool for use by College faculty and staff
- Provided advice on the uses of new and emerging technologies.
- Served as occasional backup for both Help Desk Supervisor
- Participated in IT planning and budgeting process.
- Supervised student employees working in office of the Webmaster
- Provided end user support for web-based applications and services
- Recipient of 2007 CI Staff Member of the Year award

Adjunct Faculty:

- Developed and taught LIS4910 IT Project (Capstone)
- Developed and taught LIS4708 IT Perspectives (Capstone)
- Redesigned and taught LIS4366 Web Development for Information Professionals
- Developed and taught LIS4941 IT Practicum

Service Learning Coordinator:

- 2011 State of Florida Public University Community Engagement Educator
- Founder and Director for Project SPARTA, the service learning program of the College of Communication & Information
- Built and maintained relationships with community-based non-profit organizations that provide service learning opportunities
- Supervised all student engagements in service learning activities
- Recognized on President's 2009 Higher Education Community Service Honor Roll for exemplary service efforts and service to America's communities
- First FSU nominee for The Thomas Erlich Civically Engaged Faculty Award

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

- Developed a proprietary content management system on the ASP platform known as "InfoToGo" (<http://InfoToGo.net>)
- Managed Windows 2003-based servers for web-hosting, mail, database and DNS functions
 - File and database management
 - ACLs and user management
 - Firewalling and security
 - Hardware troubleshooting/installations/upgrades
 - Software troubleshooting/installations/upgrades
 - Disaster planning/recovery.
- Domain name-management tasks including working with registrars to resolve various registrant and access issues
- 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 escalated technical support to clients on the end users via email/chat and face-to-face on issues ranging from InfoToGo software errors to email problems
- 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
- Personnel management including programmers, designers, student interns and offshore workers
- Financial and business management including sales/marketing, contractual agreements, financial statements, tax reporting, invoicing, bookkeeping and payroll

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

- Coordinated all aspects of web development projects from initial meeting with client through launch of site. Developed over 100 websites/ web applications
- Provided end user technical support in person, on phone and via email for hosting and mail operations
- Ensured that customers were billed in an accurate and timely manner for work performed. Budgetary responsibility for web development operations
- Supervised team of web developers and support personnel

Education

May 2001 **University of Florida** Gainesville, FL
B.S.B.A. Decision and Information Science
Cum Laude, Golden Key Honor Society