

Don Rider

212 Wellington Dr. Bossier City, LA 71111
318.510.8655, rider.donl@gmail.com

Professional Profile

- Instructed college students from the perspective of my real world experience in an effort to encourage retention, the transfer and application of skills.
- Developed critical thinking associated with problem solving, and provided positive analytical feedback to motivate students to perform at a higher level of excellence.
- Demonstrated a vast knowledge of network security at desktop, server and internet levels.
- Planned, installed, maintained and optimized documentation of all LAN/WAN/VPN network hardware and software, security systems and communication links.
- Managed all of my client's network LAN/WAN hardware including routers, switches, load balancers and wireless networking equipment.
- Acted as first point of contact for all major technical issues, including power outages, system failures and disaster recovery.
- Demonstrated my extensive communication, motivational, and training skills with each of my clients and college students.

Technical Skills

- Certifications:
 - Microsoft MCP (Server)
 - Microsoft MTA
 - CompTIA A+, Network+
 - Cisco CCIS Level I
 - Dell Certified Technician

- Software Applications:
 - Expert knowledge of MS Word, Excel, Access, PowerPoint
 - Advanced knowledge of Bomgar Remote Access
 - Advanced knowledge of Dell SonicWALL
 - Proficient knowledge of VMWare virtual machine

- Operating Systems:
 - Expert knowledge of Macintosh OSX
 - Expert knowledge of Microsoft Windows XP, 7, and 10
 - Knowledge of Linux
 - Knowledge of Ubuntu

Don Rider

212 Wellington Dr. Bossier City, LA 71111
318.510.8655, rider.donl@gmail.com

Education

Capella University, Minneapolis, MN

DBA – Information Technology Management, March 2021

LA Tech Barksdale, Barksdale AFB, LA

Masters - Industrial Organizational Psychology, March 2016

Graduate Certificate - Information Assurance, March 2016

LA Tech Barksdale, Barksdale AFB, LA

Bachelor of General Studies, November 2013

Bossier Parish Community College, Bossier City, LA

Associate of Applied Science in Information Network Specialist, December 2010

Relevant Professional Experience

Northwestern State University, Natchitoches, LA

Instructor, August 2018 to Present

- Designed curriculum that included learning activities to encourage the retention and transfer of skills.
- Developed lesson plans to include critical thinking and problem solving skills through metacognition technics for deep processing in each course taught.
- Developed numerous course syllabi which include requirements of the course, grading system, attendance policy, and other information as needed.
- Created assessment strategies to maximize student success for each course.
- Revamped A+ curriculum to be more in line with the A+ Certificate including, changing goals and objectives, books and lab materials, learning outcomes, lesson plans, and the syllabus.
- Developed a Cloud course to include the utilization of AWS, which also includes the goals and objectives, books and lab materials, learning outcomes, lesson plans, and syllabus.

Bossier Parish Community College, Bossier City, LA

Instructor, May 2017 to May 2018

- Created assessment strategies to maximize student success for each course.
- Revamped Network+ curriculum to be more in line with the Network+ Certificate including, changing goals and objectives, books and lab materials, learning outcomes, lesson plans, and the syllabus.

Epicor Software, Shreveport, LA

Local Platform Specialist, January 2014 to March 2016

- Responsible for servicing over 120 accounts.
- Worked with clients to analyze computing and network needs and installed appropriate solutions within each organization's budget.
- Served as operating system expert, providing technical support for entire customer base.
- Customer Service scores consistently maintained at 100%.

Don Rider

212 Wellington Dr. Bossier City, LA 71111
318.510.8655, rider.donl@gmail.com

Christus Health, Shreveport, LA

Field Service Technician, January 2011 to January 2014

- Responsible for maintaining workstations, printers, switches, servers, and telephone system.
- Responsible for troubleshooting software applications including Microsoft Office, Windows XP, and Windows 7.
- Consistently maintained Customer Service scores above 99%.

Other Work Experience

EZ Rider Home Inspections LLC, Bossier City, LA

Owner /Operator, August 2006 to March 2010

- Marketed business to local real estate agents; successfully operated business for four years

Horseshoe Casino, Bossier City, LA

Floor Supervisor, August 2003 to July 2007

- Supervised over 100 table games dealers
- Trained and evaluated dealers to provide excellent customer service and enhanced their communication skills

Aflac, Shreveport, LA

Insurance Sales Agent, March 2003 to February 2004

- Designed presentations to achieve sales goals; met 100% of goals each quarter
- Consistent top performer each month

Red River Chevrolet, Bossier City, LA

Service Advisor, May 2002 to March 2003

- Demonstrated outstanding customer service skills
- Top producer in tire sales; surpassed add on sales goals each month

Heavenly Ham, Bossier City, LA

Owner/Operator, 1996 to 2000

- Developed and implemented marketing plan to increase sales doubling franchise average
- Instituted staffing and retention programs; developed training program to achieve outstanding customer service