

## PREVIOUS EXPERIENCE:

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### **Co-Owner / Manager**

Urban Garden Studios, LLC • Springfield, MO  
March 2017 – Present

- Provided customer service and assistance with product selection
- Designed and built website, did all photography, and all designed all advertisements
- Did budget analysis and planning for the company
- Handled all of the business registration, research, legal, purchasing, marketing, advertising, shipping, and customer service aspects of starting and running a new, online garden center.

### **Database Administrator**

Jack Henry and Associates, Inc. • Springfield, MO  
January 2014 – October 2016

- Performed asset, inventory, license and software tracking for the company
- Did annual SQL Server audit for the Database Operations group
- Performed regular new SQL Server machine builds
- Performed manual SQL Server error audit, trouble shooting, performance tuning and server optimization on over 150 servers across 4 domains
- Also responsible for troubleshooting agent job failures, writing and tuning SQL queries, handling database backups and restores, database migrations, maintain and troubleshooting Availability Groups and mirroring instances, writing and running reports through Reporting Services and documenting all department policies and procedures.

### **.NET Web / Application Developer (Contract)**

JP Morgan Chase Bank • Springfield, MO  
April 2013 - December 2013

- Worked in MS SQL, Visual Studio, and others, writing SQL Queries, stored procedures, and .NET web applications as well as completing process documentation for an upcoming system and server upgrade

### **Computer Information Specialist (.NET Web / Application Developer)**

Mid-States Organized Crime Information Center • Springfield, MO  
July 2005 – April 2013

- Responsible for Regional Information Sharing Systems (RISS) network and law enforcement data security
- Regularly performed VPN client installation and administration
- Responsible for administration of secure email server
- Responsible for control of server security
- Performed computer workstation set up
- Did server and database maintenance, configuration and backup
- Responsible for application of server updates, upgrades and patches
- Did troubleshooting and help desk support for over 8000 member law enforcement personnel

- Did troubleshooting for over 50 internal employee accounts using Microsoft Active Directory (AD) objects, permissions and group policy
- Performed database design, creation, administration and tuning
- Performed server performance monitoring and tuning
- Responsible for web application programming using HTML, CSS and SQL for in-house use according to the Software Development Lifecycle (SDLC)
- Trained staff on use of organization web applications
- Maintained the company phone system
- Responsible for creation of company ID cards and issuing building access cards.

### **Marketing Specialist (Web Designer / Developer)**

The Maiman Company • Springfield, MO

October 2004 – July 2005

- Redesigned the marketing materials used by the company including several of the brochures, flyers, catalogs, and tradeshow signage.
- Completely rebuilt their website with a new design using UX Design principles and added much-needed functionality by connecting it to a database which allowed them to have an online catalog and sample order form.
- Responsible for coordinating all of the trade shows that the company attended, including ordering the booth space, shipping the sample doors to each show, setting up hotel reservations for all sales people attending and designing and sending out all advertisements for the trade shows.

### **Sr. Web Site Designer**

EFCO Corporation • Monett, MO

July 2001 – November 2003

- Responsible for planning, defining, designing, building and testing projects for the company's web site as well as the internal portal using UX design principles.

### **Co-Owner/CEO**

Image Enhanced, Inc. • Springfield, MO

March '00 – April '01

- This business scanned paper documents and converted them to digital files for archiving
- Responsibilities included marketing, website development, accounting (both receivables and payables), computer system design, building, maintenance and troubleshooting, network setup and maintenance, software installation, employee management, technical writing, training, purchasing, budget analysis, software sales presentations, and document scanning for electronic archiving.

### **Web Developer/Art Director**

Morris Group Hotels • Branson, MO

January '00 - June '00

- This was a temporary position for the purpose of designing and implementing the company's website and creating several promotional brochures, flyers, champagne glasses, and artwork for in-house use such as letterhead, business cards, fax cover sheets and the Morris Group Hotels Trade Show display graphics.

**Web Developer**

Funsites, Inc. • Springfield, MO

May '99 – December '99

- Responsible for the development of several web pages to be included in currently working websites for such companies as Qwest Long Distance, K-Mart, Parents Magazine, Your New House, E\*Trade, Children's Television Workshop, and AT&T Wireless.

**Art Director/Webmaster**

Wannenmacher Advertising • Springfield, MO

September '98 – May '99

- Responsible for creating and maintaining the agency's web site as well as the web sites of several local clients. I also trained two members of the Wannenmacher team on the process of building and maintaining web sites using Net Objects Fusion.

**Marketing Assistant (Webmaster) – NF-III**

15th Services Squadron, Marketing & Publicity Office

Hickam Air Force Base, Hawaii

August '97 - August '98

- Responsible for creating, designing and maintaining the 15th Services Squadron web site, multimedia advertisements to be used on the site.
- Responsible for compiling information to be used in our quarterly class guide and updating the Services Squadron slides on the Commander's cable access channel using Power Point.
- Trained the person who replaced me in the Graphic Artist position
- Handled most networking and troubleshooting of the computer systems within the department.

**Marketing Clerk (Graphic Artist) - NF-II**

15th Services Squadron, Marketing & Publicity Office

Hickam Air Force Base, Hawaii

September '95 - July '97

- Provided dealt with customers on a one-to-one basis to produce approximately 45 - 50 separate jobs per month.
- Printed various publicity items in-house, sometimes using two or three color separations.
- Coordinated print production of larger jobs to off-base print shops.

## EDUCATION AND CERTIFICATIONS:

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**Master of Science** - May 2012

Computer Information Systems  
Missouri State University • Springfield, MO

**Bachelor of Science** - May 1995

Major in Studio Art with an emphasis in Graphic Design.  
Drury College • Springfield, MO

**Google Data Analytics Certification** – Currently enrolled – Courses 1-4/8 Completed

Utilizing spreadsheets, Big Query, SQL, Python, R, and Tableau

**Google Cybersecurity Certification** – Currently enrolled – Courses 1-5/8 Completed

Utilizing Linux, SQL, Python, Nmap, Tcpdump, Splunk, Suricata and Wireshark

**Security+ Certification** - Scheduled to take in July 2024

**ITIL Foundations Certification** – February 2014

**Network+ Certification** – December 2010

**A+ Certification** – July 2001

**MCP on Developing Windows Applications with VB.NET (70-306 Test)** – September 2004

## ORGANIZATIONS:

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- Mensa – 2004 - present

## ADDITIONAL TRAINING:

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- 7 Habits of Highly Effective People – May 2002 – EFCO Corporation
- Frontline Leadership – May 2002 – EFCO Corporation
- ASP.NET Using Visual Basic 2010 – April 2011 - TXK Training.com
- Windows SharePoint Services – Level 1 Building Collaborative Solutions with Team Websites – November 2007 – New Horizons Computer Learning Center
- Windows SharePoint Services – Level 2 Building Extended Collaborative Solutions – November 2007 – New Horizons Computer Learning Center
- Cybercop 101 – Basic Data Recovery and Acquisition – March 2007 - National White Collar Crime Center
- Building COM+ Applications Using Microsoft.NET Enterprise Services 2557 – December 2006 – Missouri State University College of Continuing Education
- Administering a Microsoft SQL Server 2000 Database 2072 (70-228) – August 2006 - Missouri State University College of Continuing Education

- Managing and Maintaining a Microsoft Windows Server 2003 Environment – March 2005 – Southwest Missouri State University College of Continuing Education
- Programming a Microsoft SQL Server – February 2005 - Southwest Missouri State University College of Continuing Education
- Querying a Microsoft SQL Server 2000 – January 2005 - Southwest Missouri State University College of Continuing Education
- Programming with Microsoft ADO.NET – May 2004 - Southwest Missouri State University College of Continuing Education
- Developing MS ASP.NET – April 2004 - Southwest Missouri State University College of Continuing Education
- Installing, Configuring & Administering Microsoft SQL Server 2000 – February 2004 - Southwest Missouri State University College of Continuing Education
- Visual Basic.NET Intermediate – February 2004 - Southwest Missouri State University College of Continuing Education
- Visual Basic.NET Fundamentals – January 2004 - Southwest Missouri State University College of Continuing Education

[www.linkedin.com/in/rene-britton-10969414](http://www.linkedin.com/in/rene-britton-10969414)

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