

# FRANK T. CLEMENTS, JR.

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## PROFILE:

A dynamic, dependable instructor, actively interested in engaging today's young college student so they can succeed in their learning experience. Skilled in establishing face-to-face and e-learning course criteria, curriculum development, course administration, and presentations that address diverse student understanding. An involved team member who is extremely flexible to administration, staff members, and student needs.

## EXPERIENCED IN:

- Standard and e-Learning course criteria; determine online test arrival and departure dates, study presentation, oversee discussion groups contained with e-Learning systems.
- Classes merged together after start date smoothly controlled via automated grade sheeting, choice of test format, time management, and extreme flexibility.
- Presenting multiple course additions on first day of semester.
- Procurement and funding for new computer work stations within annual budget.
- Course reviews from students every class consistently rated outstanding. Informal administration review manifested in being invited back repeatedly to teach.

## EDUCATION:

- Nova Southeastern University, Doctorial Candidate.
- Florida State Adjunct Certification program - Manatee Community College, Florida
- Florida State Distance Learning certification - Manatee Community College, Florida
- 15 Additional Graduate Level Hours Computer Education- University of South Florida, Florida
- Master of Public Administration and Organizational Management - Golden Gate University, Florida
- Bachelor of Arts Management and Human Resources - Eckerd College, Florida
- Associate in Science Communications and Technology - GTE Telephone Operations, Florida
- Associate in Science Industrial Management - Manatee Junior College, Florida
- Certificate in Electronics Technology - Cleveland Institute, Ohio

## TEACHING EXPERIENCE:

**State College of Florida, Manatee-Sarasota**, P.O. Box 1849, Bradenton, FL 34206 1998-Present  
*Adjunct Instructor, Interim LAN Lab Manage, Lab Manager Supervisor, Tenured 2009, Promoted Assistant Professor*

Review course texts, establishing course criteria, develop curriculum, establish and maintain a specialized LAN lab for students and instructor use, instruct courses leading to an AA, AS degree in Network Engineering. *Courses additionally lead and prepare the students for the Microsoft Corporation Certified Systems Engineer (MSCE) certification.*

- Many different classes with 15-40 students in each class
  - CDA-1520 Local Area Networks, Networking Essentials
  - CDA-1XX01,2,5 &10 Admin., Supporting, Implementing Security and TCP/IP in Windows NT 4.0
  - CET – 1600 Network Fundamentals
  - CET – 2791 Support Win 2000/XP Professional
  - CET - 2792 Support Win 2000/3 Server
  - CET – 2797 Support Win 2000/3 Infrastructure
  - CET – 2794 Support Win 2000/3 ADS
  - CEN – 2323 Win 2000/3 Designing Secure Networks
  - CGS-1000 Introduction to Computers
  - CGS-1570 Integrated Business Systems
  - CTS-1260 Hardware Maintenance
  - GEB-2210 Business Administration and Communications

- MAN-2021 Management Fundamentals, Organizations
- MNA-1345 Management and Supervision

**PROFESSIONAL EXPERIENCE:****GTE Telephone Operations**, Network Op.Ctr, Irving, TX 75015

1970-1998

*Section Manager, Monitor & Control*

- 28 years directing various operations of the GTE Telephone Operations, in Texas and Florida.
- Implement standard controls, policies, practices and services required to meet GTE and ISO-9002 quality and cost objectives.
- Represent the NOC during interdepartmental, company and intra-company network outages.
- Direct the technical expertise in all areas relating to the monitoring, detection of anomalies and restoration of the network in GTE's national and International networks and GTE's network of the future.
- Managed a \$8.263 Million Budget with Network Revenue contribution of \$1.2 Billion Annually

**SPECIALIZED TRAINING:**

- |                                                  |                                        |
|--------------------------------------------------|----------------------------------------|
| · Alcatel (Sprint) NMS Monitoring & Diagnostics  | · DEC VAX/VMS Systems Management       |
| · Alcatel (Sprint) UNIX                          | · DEC VAX/VMS Utilities & Commands     |
| · Process Management Facilitation                | · AT&T 5-ESS Switching Elements        |
| · Team Problem Solving                           | · IBM PC Networking                    |
| · Hands on Training, Data Communications, TCP/IP | · Lotus 1-2-3                          |
| · GTE SS7 Workshop                               | · X.25 Hands on Training               |
| · Hewlett Packard, Protocol Analysis             | · AT&T Sales Agency & Network Training |
| · AT&T Introduction to UNIX                      | · AT&T 'C' Language Programming        |
| · RCS Introduction & Advanced user               | · GTEDS RCS BASIC                      |
| · GTEDS RCS FORTRAN 77                           | · AT&T SMAS Minicomputer Maintenance   |
| · Certified Distance Learning Instructor         | · Certified Adjunct Instructor         |

**PRESENTATIONS:**

- 1991: Executive Presentation on GTE Telecom Inc. Customer billing system
- 1990: GTE TSI User Group, Cell-U-Rator cell Phone call rating system
- 1986: NETSCAN for the State of Georgia, Sales support presentation.
- 1985: Equal Access and GTE of Florida, Explanation of Equal Access to GTEFL employees.

**CIVIC / PROFESSIONAL ACTIVITIES:**

- Present MDEA Open Water SCUBA Instructor
- 1988: Hillsborough County HRS Halfway House Advisory Council
- 1985: Independent Telephone Pioneer Association

**AWARDS:**

- GTE Award of Excellence
- QIT of the Year, Service Delivery
- QIT of the 3Q94, Service Delivery
- GTE Award of Excellence
- GTE Quality Certificate of Appreciation
- GTE Award of Excellence
- Hillsborough County HRS Distinguished Volunteer
- de Tocqueville Award (Golden Gate University)