



TENNESSEE WILDLIFE RESOURCES AGENCY

ELLINGTON AGRICULTURAL CENTER
P.O. BOX 40747
NASHVILLE, TENNESSEE 37204

Citation to accompany the award of IT Professional of the Quarter

Presented to Michelle Ray for the 3rd Quarter of 2017

Michelle Ray has distinguished herself by providing exceptional service as a Website Developer 1 for the Information Technology Division of the Tennessee Wildlife Resources Agency. During this period, Michelle worked in concert with the Communications Team to redesign the TWRA homepage on TN.Gov. The redesign included extensive updates to existing content as well as the addition of landing pages for Predators, the Southeast Deer Study Group and the new "TWRA On The Go Version 2" mobile app. She has also been invaluable in our efforts to move the entire TWRA Internet site to the State's new Adobe Experience Manger content management system. In addition, Michelle created new web analytic reports incorporating Google Analytics with GoSquared allowing for better metrics on our web content. Michelle also began work in preparation for updating the TWRA Intranet website. These preparations included conducting an Internet survey as well as developing page mockups, design templates and the migration of all Intranet pages.

In spite of her hectic schedule, Michelle still found time to broaden her skill set by taking courses on Google analytics, Internet Information Server 8 as well as Adobe Experience Manager.

Moreover, Michelle accomplished all of the aforementioned responsibilities with a keen sense of true professionalism and expert attention to quality while providing the highest level of genuinely courteous and heartfelt customer service. The distinctive accomplishments of Michelle Ray reflect great credit upon herself, our Information Technology Division, the Tennessee Wildlife Resources Agency and the State of Tennessee.

Given under my hand this 30th day of November 2017

Mark Ridings
Chief of Information Technology
Tennessee Wildlife Resources Agency

Michael C. May
Assistant Executive Director
Tennessee Wildlife Resources Agency

Ed Carter
Executive Director
Tennessee Wildlife Resources Agency

The State of Tennessee

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