

## PROFESSIONAL SUMMARY

Detail-oriented with eight and a half years of technical experience. Enjoys teaching others and facilitating their goals. Working toward a career in Ethernet cables and code.

## EXPERIENCE

**Web Developer** — *InnerVoice Group* July 2018 - Nov 2020

- Wrote code for custom systems in PHP for WordPress and in Liquid for Shopify
- Supported content creators with achieving design goals using a visual editor and custom CSS and HTML.
- Set up Google Analytics tracking and goals for contact forms, payment forms, and ecommerce websites.
- Searched for and modified values in MySQL database to understand plugins and restore functionality.
- Directly communicated with clients to show them how to use their site and troubleshoot technical issues.

**Data Intake Specialist** — *Clearwater Analytics* Aug 2015 - Jan 2018

- Performed manual intervention and troubleshooting for automated FTP transmissions and web scrapes.
- Provided internal IT support during the night shift and assistance to on-call developers.
- Looked for ways to improve automation.

**Verizon Tier II Support** — *WDS Global* Nov 2014 - Jun 2015

- Helped Verizon customers with smartphones, feature phones, home phones, hotspots, and home internet.
- Helped travelers sign up for and troubleshoot international calling.
- Explained and fixed billing and data issues.

**WordPress Support** — *Boise State University* May 2012 - Dec 2013

- Migrated content from old department sites into WordPress and enforced a new, uniform theme.
- Trained and assisted content managers with implementing solutions for displaying content.
- Added functionality to and maintained a university-written plugin.

**Help Desk Specialist** — *College of Western Idaho* Aug 2009 - May 2012

- Processed large numbers of new end users during registration periods and system failures.
- Compassionately troubleshoot end user issues and found potential web interface improvements.

## SKILLS

- Ubuntu Server LAMP
- WordPress
- Java
- MySQL
- PHP 5
- CSS
- JavaScript
- XHTML, HTML5
- jQuery

## EDUCATION

**No Degree, Computer Science** — *Boise State University* May 2012 - Dec 2015  
**AAS, IT: Web Development** — *College of Western Idaho* Aug 2009 - May 2012