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## Career Objective: **USER INTERFACE/EMAIL DEVELOPER**

### **SUMMARY OF QUALIFICATIONS**

Dedicated, quality and results driven IT Professional with 20+ years of experience in instructional communications, as well as application development, delivery, and support. I have experience working for both profit and non-profit corporations. I have a proven track record of delivering projects on time, and under budget, always doing what it takes to get the job done. I am highly customer focused, and therefore plan and produce deliverables with a fine attention to detail and outstanding quality. I collaborate and proactively communicate with key stakeholders to ensure a thorough understanding of work requirements and timelines. I strive to produce outstanding products that exceed customer expectations.

### **TECHNICAL SKILLS**

<input type="checkbox"/> <b>HTML5</b>	<input type="checkbox"/> Advanced <b>Word</b>	<input type="checkbox"/> FullShot/SnagIt
<input type="checkbox"/> <b>CSS3</b>	<input type="checkbox"/> Advanced <b>Visio</b>	<input type="checkbox"/> <b>Git</b>
<input type="checkbox"/> <b>Responsive Development</b>	<input type="checkbox"/> FrameMaker	<input type="checkbox"/> <b>Github/BitBucket</b>
<input type="checkbox"/> <b>Mobile Development</b>	<input type="checkbox"/> Excel Pivot Tables	<input type="checkbox"/> Tortoise SVN
<input type="checkbox"/> DreamWeaver/Sublime Text	<input type="checkbox"/> Email Template Design & Creation	<input type="checkbox"/> BugTracking
<input type="checkbox"/> <b>Photoshop/GIMP</b>	<input type="checkbox"/> Dev in Windows and MAC environments	

### **PROFESSIONAL EXPERIENCE**

#### *Systems Analyst III, TG, Round Rock, Texas 2010-2015*

- Develop the user interface for TG's responsive mobile payment application, using Agile Methodologies in a highly collaborative team environment.(HTML5, CSS3, jQuery, jQuery Mobile). [mytg.tgslc.org/sfbmobile](http://mytg.tgslc.org/sfbmobile)
- Develop the user interface for TG's desktop web applications. (ADF, HTML and CSS)
- Create image maps/simple icons using Visio and PhotoShop.
- Hand-code and manage responsive HTML eMail templates for automated and scheduled distribution. Test functionality and ensure quality rendering on multiple electronic devices. Deploy final version to UCM for distribution.
- Identify and troubleshoot cross-browser issues on multiple electronic devices.
- Create user flows, wireframes and mockups using Visio and Photoshop for developers and business owners.
- Created Crystal Reports and corresponding DB2 SQL.

#### *Technical Writer, TG, Round Rock, Texas 2005-2010*

- Produced and organized end-user help documentation for TG's software suite, as part of a regular product release cycle.
- Collaborated with subject matter experts to learn about products, and assess documentation needs.
- Tested the functionality and flow of product features in order to document the user experience as thoroughly and concisely as possible
- Maintained help documentation in a software versioning system for each product release.
- Created the Product Physical Design for one of TG's software products, which was then used as the standard for all other products.
- Designed various document templates for internal and external use. Created graphics, captured & annotated screenshots, created data-flow, work-flow , and pictorial diagrams to enhance user comprehension .
- Designed and maintained the Project Management and System Development Life Cycle (PMLC/SDLC) guidebooks, and corresponding templates and forms for TG's software development department.

- Took the initiative to redesign TG's flagship product user guide and online help, in conformity with TG's style guide, to enhance the visual appearance, streamline and improve the user experience, and aid comprehension.
- Rewrote and rebranded the user guide in an emergency situation for a new TG product, after a 3rd party did not follow through with their commitment to provide professional grade user documentation.

### *Senior Network Administrator, TG, Round Rock, Texas 2001-2005*

- Maintained and supported TG's server infrastructure, printers, server backups, and data restores. Unpacked, inventoried, and mounted servers in the data center. Installed and configured Windows OS & production applications.
- Established and documented business processes and procedures for the purchase and disposal of server hardware, in order to control hardware costs.
- Created and maintained various documentation, at the request of management: network topologies, on-call procedures, file storage policies, application flow & workflow diagrams, among others.
- Designed & authored step-by-step software installation and configuration manuals for TG's flagship application suite. Performed one-on-one interviews with engineers and support personnel, and ran through installations on my own, to collect detailed information for the documentation.
- Documented Disaster Recovery Procedures. They were used and validated in TG's annual hotsite test, which was conducted to ensure the recoverability of TG's business critical applications, in the event of a disaster.

### *Systems Engineer II, Dell, Inc., Round Rock, Texas 1999-2000*

- Technical lead on domain/server security administration issues, for 14 LAN/WAN analysts who provided technical support for 79 file & print servers, servicing 29,000 employees. Trained analysts on server administration, security, and departmental procedures.
- Planned and implemented disk quotas at both the Austin & Nashville sites, on 863 existing public shares, and 29,000 home shares, 50% of which were over quota. Coordinated clean-up with over-extended owners.
- Key player in the success of Windows 2000 desktop deployment to 29000 workstations: generated change tickets, established implementation schedules, coordinated downtime with users, installed/upgraded software or coordinated installations with 3rd shift.
- Designed and maintained the Platform Management website, documenting self-help tips for both technical and non-technical users.

### *LAN/WAN Analyst, Dell, Inc., Round Rock, Texas 1998-1999*

- Lead administrator for group file shares. Performed server administration, including security, troubleshooting, technical support, and data restores.
- Coordinated\scheduled server down time with help desk management and users.
- Established and documented policies and procedures for creating group file shares.

### *Business Analyst II, Dell, Inc., Round Rock, Texas 1997-1998*

- Acted as liaison between 6 help desk managers and IT application developers & network engineers implementing changes on the network. Negotiated help desk SLAs.
- Established and documented business, and escalation procedures for this new position.
- Authored the help desk self-help web site, consistently ranked #1 in 'hits' on the company intranet.
- Documented and published hot fixes for hard hitting problems that were affecting help desk call volumes.

### *Help Desk Analyst I & III, Dell, Inc., Round Rock, Texas 1993-1997*

- Provided 2<sup>nd</sup> level technical resolutions for internal Dell employees experiencing technical difficulties with electronic devices and applications. Advanced troubleshooting, installation, configuration, user education on Microsoft products. Designed and maintained the help desk reference database to document common problem resolutions. Trained/advised junior analysts on technical and procedural issues.