

Delinda Frazier

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SKILLS

Web Development: HTML5/CSS3, Adobe Creative Suite (Dreamweaver, Photoshop, Fireworks, Audition), Bootstrap, working knowledge of JavaScript

Content Management Systems: WordPress, SharePoint, Kentico, Oracle Webcenter Sites, Mobile App (CrowdCompass, GenieConnect)

A/V Production: Adobe Editing Software: Video, Audio and still imagery production

Social Media: Twitter, Facebook, Instagram, LinkedIn

EXPERIENCE

HTML Publishing Specialist, Arlington, VA April 2015-Present
OnPoint Consulting, Inc.

- Analyze regulatory documents for accuracy and conformity to guidelines before publishing on the Web.
- Publish regulatory and other documents to public website using hand-coded HTML, CSS, Oracle WebCenter Sites WCM and other tools.
- Clean, convert and transfer content from legacy websites.
- Identify and redact personally identifiable information from legal documents before publishing to the Web.
- Respond to internal customer inquiries and requests related to Web content updates.

Research Assistant, Washington, D.C. November 2014-December 2014
Webbmedia Group

- Provided research assistance to Amy Webb, one of the leading futurists on media and technology intersection.
- Evaluated data sources and made decisions about what information to track.
- Used MySQL to manipulate data and create a final summary.

The Optical Society, Washington, D.C. September 2014-December 2014
Web Content Editor (Contract Position)

- Used Web Help Desk by Solarwinds ticketing system to track and respond to staff requests for support.
- Investigated and resolved webpage markup and style issues in a timely and efficient manner.
- Used Kentico CMS to edit and upload content and create new webpages and Web parts.
- Trained staff on day-to-day usage of Kentico content management system.
- Quickly learned Kentico to create documentation for staff with step-by-step instructions for tasks such as editing text, uploading images and using the editing interface.
- Created and optimized graphics with Adobe Photoshop CC.

- **Website and Mobile App Management**

- Used SharePoint CMS to independently manage the development and maintenance of event sub sites. Specific responsibilities included creating sub sites, image creation and optimization and writing and soliciting content from staff.
- Employed vendor CMS to independently manage the creation of event mobile apps from concept to closure. Specific tasks included: selection of vendor, determining navigation, writing content, examining analytics to track user engagement.
- Provided phone and in-person help desk support to internal and external customers. Specific questions included help with login and passwords, help downloading documents and programs, adding content through SharePoint, locating information on association websites, creating and optimizing graphics, investigating markup (HTML) and style (CSS) issues.

- **Database Management**

- Accurately managed and maintained annual meeting database of 120+ sessions and 500+ speakers. Tasks included: management of vendor; database setup; creation of online submission and peer review forms; help desk support for internal and external customers; reporting and data output to Web, print and mobile device.
- Efficiently used Personify AMS to create event products, update customer records and maintain membership committees.
- Provided phone and in-person help desk support to internal and external customers for abstract submission database. Specific questions included log in and password retrieval, help with navigating the database.

- **Event Management**

- Managed 500 speakers for annual convention with attendance of 2,500 participants.
- Coordinated logistics for meetings with attendance ranging from 15-2500 people.
- Independently managed audiovisual vendor to minimize costs and ensure proper placement of equipment.
- Actively participated in selection of event sites.
- Efficiently managed online submission process for conference programming.
- Researched and implemented best practices to improve association events.

- **Administrative Experience**

- Organize contracts, promotional material and event files.
- Track expenses and prepare department reports.
- Assist with management of affiliate councils.
- Design and maintain event websites using Dreamweaver and Photoshop.

PROJECTS

Video Production and Editing, Washington, D.C.

May-June 2014

Produced a documentary short film about the Career Network ministry, a job club in McLean, Virginia. This project was part of my coursework at American University.

Webmaster, Jones-Haywood School of Dance, Washington, D.C.

June 2008-June 2009

Managed redesign and development of organization's website; managed email accounts; updated content upon request.

Webmaster, Journeymen Theater, Washington, D.C.

October 2007-June 2009

Redesigned and maintained organization's website; identified products to highlight on home page; created graphics;

managed online ticket sales and inventory; loaded and disseminated e-newsletter through online vendor; authored user documentation.

EDUCATION

American University, *Master of Arts in Interactive Journalism*, 2015

Northern Virginia Community College, Certificates: Web Design Management, Web Design Specialist, 2009

James Madison University, *Bachelor of Music in Music Industry*, 1995