

Travers La Ville

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MISSION STATEMENT

Self-motivated, expert level problem solver looking for a challenging position as a developer, delivering custom web experiences within the WordPress eco-system. Experience in all aspects of WordPress website creation, including design, plug-ins, and implementation. Skilled in creating engaging and interactive websites. Excels at team projects and leadership. Detail-oriented and knowledgeable in various programming languages.

With more than eight years of working experience within the field of SOP (Standard Operating Procedure) and technical documentation, development and you can rest assured that I would hit the ground running. As an added bonus, I'm quite comfortable with most modern web technologies/frameworks and equally comfortable speaking with business-folk, tech-folk and end customers alike.

SKILLS

Technologies:	php, oracle, html, css, javascript/jquery, ajax, mysql, ms access, codeigniter, bootstrap,
Software:	unix, windows, putty, vs code, filezilla, vm box, git bash, netbeans, gimp, microsoft office suite, adobe indesign, tiny take
Platforms:	magento, peoplesoft, drupal, wordpress, slack, hostgator, digitalocean
Analytics and Reporting:	analytical reports, technical papers, contracts, technical requirements documents, vision and spec documents, test plans, web forms, web reports, ad-hoc reports, executive summaries

PROFESSIONAL EXPERIENCE

Brandmuscle, Inc.

Client Services Representative - Farmers Insurance Group

2014 - 2017

- Maintaining client / business-to-business relationships via client meetings and conference calls
- Responsible for resolving financial data discrepancies above \$1 million threshold for ongoing projects
- Responsible for quarterly project scheduling and budget establishment and adherence
- Coordinate staffing needs for project support while adhering to project launch schedules

Project Lead, Marketing Reporting Suite - Farmers Insurance Group

- Negotiated project schedule and budget with Program Director of Farmers
- Designed and tested 260 hours worth of project design work to enable a end-user reporting tool
- Formulated comprehensive test plans to implement reporting tool in adherence of launch schedule
- Managed products on client site with enriched meta-data for optimal UX, HTML, CSS and DNS event log monitoring

Business Analyst, Account Reconciliation - Farmers Insurance Group

- Developed over 50 complex analytical queries in SQL to create graphic dashboards and reporting for the client to visualize their data in a meaningful way and solve discrepancies between data and web reporting
- Resolved payment discrepancies and transactional disputes valued over \$300k
- Analyzed invoicing process for North America to identify inefficiencies and inaccuracies in billable hours
- Managed weekly meetings with team members across time zones and offices to coordinate projects and reconcile sales data issues

Just Brakes

Manager/ Service Writer

2013 - 2014

- Managed price-points for both the company and customer in accordance with corporate guidelines
- Recovered over 20k in accounts receivable per month
- Developed corporate SOP regarding legal liability for services provided
- Maintained customer appointment schedule to ensure a timely customer experience
- Coordinated inter-office communication regarding sales campaigns and promotional offers

Connectivity Source

Service Technician Manager

2009 - 2013

- Improved a third-quintile location to a first-quintile store in under two months
- Collaborated with more than 8 insurance companies to process approximately 1,000 cell phone claims per month
- Created training procedures to onboard more than 20 additional employees

Service Technician

- Promoted to Service Technician Manager after 6 weeks
- Maintained accurate billing records to process insurance claims
- Received Sprint Service Technician certification

Baytown Sun

2008-2009

Staff reporter

- Cultivated relationships with expert sources for print and online reporting
- Lead event, online and weekend reporter

La Ville Solutions

Present

Owner

- Manufactured a more dynamic web experience for Austin based businesses and artists by leveraging web languages and various solutioning tools
- Consulted clients web solutions

EDUCATION

Concordia University, Austin, TX

Present

Bachelor of Science - Computer Science