

# ESSENCE A. PATTERSON

## RELEVANT WORK EXPERIENCE

### WEBSITE AND CONTENT MANAGER | FOUNTAIN OF LIFE COMMUNITY

June 2020 - Present | New Braunfels, TX

- **Oversee Internet project planning and assessment**, including scheduling, statistics generation and security
- **Meet with executive leadership** to discuss expectations regarding visual presentation, branding, and overall functionality
- **Oversee technical interface issues and troubleshooting** requests to resolve surfaced problems
- **Multi-task across multiple functions and roles** to generate project results and meet deadlines and organizational expectations
- Use **content management system** to build and format digital content that would promote user engagement and increase website traffic metrics
- Streamline functions by developing and **implementing processes and task management systems**

### MEDIA ENGINEER | FOUNTAIN OF LIFE COMMUNITY

Jan 2020 - Present | New Braunfels, TX

- Spearheaded weekly broadcast on **3 different digital platforms to over 1500+ viewers expanding 5 continents** since January 2020
- **Assist team in setting up proper equipment** needed for successful broadcast
- **Report equipment problems to supervisor**, check on status of repairs, and **made emergency repairs to equipment as necessary**
- Lead implementation of **best practices to support customer service** satisfaction initiatives for in-person visitors and online viewers
- **Discuss goals monthly** with leadership to identify needs and articulate details to media and design team

### UNDERGRADUATE TEACHING ASSISTANT | MCCOY COLLEGE OF BUSINESS

Aug 2016 - May 2017 | San Marcos, TX

- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members
- **Inputted data daily for 200+ students via the university TRACS database**
- Provided **quality administrative and clerical support** through **data entry, document management, email correspondence** and overseeing operation of office equipment daily
- Interacted with partners of the McCoy College of Business professionally by phone, email correspondence, and in-person to provide information and direct to desired staff members

## EDUCATION

### UI DESIGN CERTIFICATION

Career Foundry | Sept 2020 - July 2021

### B.P.A. IN PUBLIC ADMINISTRATION

Texas State University | Class of 2017

## CERTIFICATES

### FRONTEND DEVELOPMENT FOR DESIGNERS

Career Foundry | July 2021

### UI IMMERSION

Career Foundry | May 2021

## VOLUNTEER WORK

### TECH SUPPORT | PAISLEY'S PLACE VIRTUAL PRESCHOOL

Nov 2020 - June 2021

## PROFESSIONAL SKILLS

Research  
Collecting Data and Information  
Problem Solving  
Customer Service

## PERSONAL SKILLS

Creative spirit  
Reliable and professional  
Organized  
Time management  
Team player  
Fast learner  
Motivated