

SHAWN SHRADER

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<http://shawns Shrader.com>

CAREER SUMMARY

After many years in Customer and Technical Support roles, I am transitioning my career to web development. I use years of support experience with user interfaces to design simple, functional web interactions. My current primary focus is with Ruby on Rails. My also have experience with HTML5, CSS (Sass, Bootstrap), JavaScript (jQuery, D3.js), PHP, SQL (PostgreSQL, MySQL), WordPress and Git.

EDUCATION

Franklin University | May 2015 | B.S. of Web Development (in progress)

- 3.72 GPA. Graduating Magna Cum Laude in May 2015

EXPERIENCE

Allrecipes.com | Technical Support Lead | January 2012– Current

- **I create websites** for our Online Communities, FAQ Pages, Career Pages and internal documentation of department processes and procedures.
- **I write effective, concise bug reports** with Jira to communicate website, mobile app and internal application errors to our Dev and QA teams, while using standard bug writing guidelines.
- **I develop improved reporting methods** for analyzing trends for technical and mobile problems which has yielded a decreased response time with customer communication.
- **I research new technology platforms** to implement, including Tableau, Zendesk, WordPress, Stripe, Intercom, Pathwright, and more.
- **I implement solutions** using WordPress and Google Sites to connect customers to careers, brand marketing explorations, and FAQs.
- **I create best practices** for mobile and technical support representatives.

Columbus Metropolitan Library | CSS | October 2007– October 2009

- **I helped people get jobs** and build resumes as a Job Help Center Specialist. I demonstrated Microsoft Office products for use towards resume creation and employment search.
- **I was a Tech Troop Initiative Member** that specialized troubleshooting various computer, printer and projector issues with both staff and customers, yielding a 50% reduction in IT service dispatches.
- **I assisted in organizing** community meetings and special events, including the 40th Anniversary of MLK Branch, holiday events, Summer Reading Club and other various programs.