Michelle Lawson

Web Developer & Content Manager
Everett, WA

Phone: 206.487.2927

Website: Michelle Lawson
Email: Michelle.Lawson00@outlook.com
LinkedIn: http://www.linkedin.com/in/michellellawson
Twitter: https://twitter.com/_MichelleElle_
Facebook: https://www.facebook.com/CodeMonkeyAtPlay

Summary

As a developer, I specialize in creating modular and scalable front-end architectures.
As a web content manager, I excel in maintaining consistent, effective content. Areas of expertise include leadership, training, web content management, front end web development, html5, css3, technical troubleshooting, multi-departmental collaboration, teambuilding and communication skills.

Web Development Skills:

HTML5, CSS3, JavaScript, Adobe Experience Manager, HP Teamsite, Limelight, Microsoft Expression 4, Adobe Dreamweaver

Education

- 2013: Associate of Technical Arts, Web Application Developer, Edmonds Community College, Lynnwood, WA

- 2004: Associate of Science, Computer Network Systems, ITT Technical Institute, Lathrop, CA

Work Experience

9/16 - Present: Web Content Implementation Specialist
InfoSys BPO, LTD: Bothell, WA

- Contract position at AT&T, focusing on sales-oriented website.
- Leveraging Adobe Experience Manager and HP Teamsite content management systems, manage multiple projects involving page creation, content management and maintenance of AT&T's customer facing website.
- Showcase new and existing products and services to drive customer interest and increase sales.
- Collaborate with business stakeholders and testing team before publishing content to live website.
- Work with testing team to resolve bugs and republish pages and content.
- Participate in conference calls with business stakeholders on the multiple projects assigned to me, regarding planning, time management and resource allocation.
- Consistently keep project managers and web content implementation managers apprised of project progress. Liason between project managers, developers and web content implementation managers to ensure projects' successful completion.

7/16 – 9/16: Web Producer
Insight Global: Bellevue, WA
- Contract position at AT&T, focusing on sales-oriented website.
- Utilizing home grown content management system, showcased company products, sales and promotions by creating and updating web content per sales manager specifications.
- Consistently met strict deadlines in fast paced sales oriented environment.

10/15 -6/16: InfoPedia Publishing Manager
Allyis: Kirkland, WA
- Long term contract position at Microsoft.
- In a fast-paced environment, contributed to the implementation of web content on sales team-facing Microsoft website
- Ensured content and images matched website copy and consult with product managers when discrepancies occurred.
- Member of team that determined standards and guidelines relative to website content

8/14 – 3/15: Web Producer/Content Manager
Dave's Moving Service: Auburn, WA
- Startup company based in Auburn, WA
- Hand coded compelling website and authored/implemented content for company's customer facing website. **NOTE: site has been redesigned since my departure**
- Embedded images and videos and created guestbook.
- Worked with marketing vendor to determine advertising strategy.

12/13 – 3/15: Business Planner, Writer, Editor
IT Alchemy: Auburn, WA
- Startup company based in Auburn, WA
- Authored, edited and finalized company business plan.
- Worked closely with company owner to define mission statement and customer service philosophy.
- Wrote customer-geared marketing material and emails.
- Edited documentation provided by company owner.
- Worked closely with marketing vendors to develop sales strategy.

9/13 – 11/13: Front End Web Designer/Content Manager
Adecco Technical, Bellevue, WA
- Contract position at Fluke Corporation.
- Contributed to a strong web team updating 55+ sites in 23+ languages in a fast-paced environment with tight deadlines using Limelight CMS.
- Edited copy and updated webpages.
- Collaborated with other departments to ensure accurate and timely delivery of jobs.
- Proofed copy and ensured images matched same.

10/09 – 6/11 - Client Technology Solutions Analyst
The North West Company International: Bellevue, WA
- Supported, imaged and configured Dell and HP desktops, laptops, multi-function printers and software in one Bellevue office and one Tacoma office.
- Imaged, transported, setup, and maintained all computers in new office Tacoma.
- Greeted users on their first day and performed initial IT training for both offices.

- Was first point of contact for technical support for several travelling executives and six remote offices across the country.
- Active Directory and SCCM administration; grantied rights to network resources, created/managed GPOs and local computer policy.

3/05 – 8/09 - Help Desk Lead/End User Support Technician
Tetra Tech: Bothell, WA
- Led help desk.
- Analyzed data from help desk on a quarterly basis to determine training needs.
- Authored quarterly training material accordingly and conducted training session to the office of 50+ users, 20 users in branch office and all remote users.
- Revised outdated end user facing knowledgebase. Authored and published new knowledgebase documents as needed.
- Managed the new hire procedure as it pertains to IT assets and the process by which contractors were granted network access.