



## PROFILE

Coordinate and communicate with customers to plan web development projects from concept through completion, utilizing a variety of web development tools and technology.

Provide web solutions and develop web sites and web applications based on specific business needs for promotions, presentations, customer service and online services.

Perform validation of completed sites including the debugging and testing of code.

Responsible for quality assurance of finished websites including the validation of web forms and links.

## CONTACT

512-947-2245

WEBSITE:

<https://github.com/PennyArnold>

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# PENNY ARNOLD

Full Stack Web Developer

## EDUCATION

### University of Texas Austin

December 2000 - Bachelor of Science in Communications  
(Radio/Television/Film)

4.0 GPA in major and 3.97 GPA overall

Golden Key National Honor Society 2000

### University of Texas Coding Bootcamp

November 2018 – Present

June 2019 Full Stack Web Developer Certification

## WORK EXPERIENCE

### RFD & Associates - Sr. Technical Writer/Communication Specialist

Contractor - Texas Health and Human Services Commission

*State Supported Living Centers Reimbursement Management*

April 2012– present

Skilled in making informed decisions on content and format of technical writing products by analyzing project areas, defining problem descriptions, and developing novel solutions via solid technical and business functional requirements. Proficient in creating the critical steps and methods needed to release a technical writing product. Work with little supervision, possess a wide degree of creativity, and have excellent oral and written English communication skills.

### RFD & Associates - Technical Writer/Communication Specialist

Contractor - Texas Department of Aging & Disability Services

*Claims Management Systems Communications Lead*

Responsible for all unit communications, including developing process and procedure manuals, coordinating provider publications, managing SharePoint administration, and working with Subject Matter Experts to create training tools and reference documents. Performed gap analysis and updated on all established documentation.

## TECHNICAL TOOLBOX

- HTML – CSS - Bootstrap
- Javascript - JS Node - jQuery
- APIs - Firebase