

Information Systems Developer/UI Designer Information Systems Developer/UI Designer

Senior-Level Web Developer & Technical Support Specialist New York, NY A focused web developer and technical support specialist with 10+ years of experience. I specialize in building websites, installing and configuring hardware as well as troubleshooting both hardware and software issues. Can quickly identify and resolve technical problems. I work well within an enterprise environment looking to contribute my skills and experience. Work Experience Information Systems Developer/UI Designer Regenerative Medical Institute - Birmingham, AL January 2017 to Present Assembled the infrastructure used by Regenerative Medical Institute to run their business.

Maintain systems by providing firmware, software and hardware updates to all computers. Troubleshoot all hardware and software issues timely and effectively. Set up and image all computers, as well as troubleshoot any iPhone and iPad related issues. Set up Microsoft Exchange Servers as well as designed and developed their current website. Studied the customer experience from end to end and developed key changes to improve customer engagement. Increased organic search traffic by 76%. Started an end user usability project focused on updating the sites core UX features with direct report to the CEO. Lead Web Developer The Fresh Committee - New York, NY May 2007 to Present Co-founded The Fresh Committee, an online digital branding agency for music and fashion that works with creative thinkers across the globe to successfully brand and market their products. Modify and manage the site on a daily basis as well as manage marketing advertisements. Set up strategic deals, blog outreach, and SEO keyword management.

Developed a calculated approach to Google Ad Words to create viral marketing strategies that have grown the sites reach to hundreds of thousands of users. Work with top entertainment sites such as People Magazine, Entertainment Weekly and Billboard who in turn link back to our articles. Digital Signage Developer Xpodigital - Orlando, FL March 2016 to April 2019 Coordinated an amazing team of expert designers and coders to create viral marketing ads on ARM- based signage systems. Worked with C-level employees to create captivating advertisements and social campaigns. Built strong relationships with companies such as Disney, Samsung, Hilton, Sheraton, and Waldorf by creating proprietary signage systems to meet their specific needs. Senior Technical

Support Specialist/Trainer Kaplan Test Prep & Admissions - Orlando, FL October 2012 to August 2015 Lead the technical support team, handled escalations and manager callback requests. Trained new hires in Kaplan's Business Systems and protocols. Provided hardware and software support by using statistical analysis to identify insights and conclusions from complex data. Tier 3 technical support for BAR enrollments as well as medical graduate-level online enrollments. Education M.S. in Computer Science and Information Architecture in Computer Science and Information Architecture Vanderbilt University - Nashville, TN October 2015 to May 2017 B.S. in Communications in Interpersonal Communications and Technology Southern University - Collegedale, TN September 2007 to May 2011 Skills EXCHANGE, HTML, PHP, ANDROID, IOS, UI, UX, Sketch, Wireframe, Wireframes, Wireframing, Photoshop, User Experience, User Interface, Javascript, Adobe Certifications/Licenses Driver's License Additional Information Cisco Certified Network Professional (Routing & Switching) Salesforce Certified

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