

Specialist, Applications & Web Systems Specialist, Applications & Web Systems Information Technology nerd since 1997 Kansas City, MO With over twenty-years of experience in Information Technology, I have enjoyed working on several fascinating and innovative projects. I specialize in web administration and design; customer support for network and desktop environments; UI/UX, application testing and development; documentation, copy editing and technical writing. My personal priority is always friendly service with thoroughly researched information provided in a timely manner. With experience in both private and non-profit industry, I look forward to new challenges on the forefront on technology. Authorized to work in the US for any employer Work Experience

Specialist, Applications & Web Systems The Nelson-Atkins Museum of Art - Kansas City, MO July 2014 to June 2019      Manager of 200+ Apple/Mac/iOS devices including purchasing, setup, hardware and desktop support within an Active Directory environment      Experience with Apple Configurator, Cisco Meraki and JAMF.      Lead technical support on alpha/beta testing of local implementation of "Quire", an online publication application under development by The Getty Museum      Creation of IT support documents utilizing technical writing and image editing software

Primary administrator for Adobe Creative Cloud installation, purchasing and troubleshooting including cost benefit analysis and return on investment calculations for Adobe vs. alternative software options      Wrote numerous "how-to" documents to assist non-technical users with IT-related functions      Development with WordPress, GravityForms, Foundation and Bootstrap utilizing HTML5, CSS3 and JavaScript At-Home AppleCare Advisor CPU Phone/Chat Support, Apple, Inc - Kansas City, MO November 2012 to October 2013      Provided remote customer service support for Apple computers, wireless devices and software      Assisted customers in setup, operation, troubleshooting and repair of Apple computers, iOS devices, wireless networking equipment and software      Created presentations providing administrative and technical support for team members      Supported new hires in technical and procedural etiquette and best-practices

Interactive Web Developer BOLD Internet Solutions - Merriam, KS August 2008 to August 2012

Designed, maintained, and updated customer web sites using a range of numerous applications, as well as Drupal and WordPress CMSs      Maintained and tested multiple HTML email campaigns,

maximizing client's ability to reach potential customers      Collaborated extensively with other designers, programmers, and client representatives at all phases of site implementation and maintenance      Wrote tutorials, provided help-desk support, and trained clients to operate Drupal user-interfaces and Adobe apps Interactive Web Developer Office of Research and Graduate Studies/KUCR - Lawrence, KS December 1998 to January 2008      Webmaster and designer for numerous Office of Research and Graduate Studies websites      Provided desktop support for Windows and Mac workstations Education BA in History University of Kansas - Lawrence, KS 1995 Skills Application Support Links <https://www.linkedin.com/in/jackhope>

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