

Technical Support Specialist Technical Support Specialist Front-End Web Developer Spokane, WA
Authorized to work in the US for any employer Work Experience Technical Support Specialist World
Wide Group, LLC - Spokane Valley, WA May 2019 to Present Provide technical support via live
chat to users Communicate with developers and other technical support specialists to document
bugs in the software Web Developer, Marketing Specialist Synergy Healthcare - Spokane Valley,
WA March 2018 to Present Completed a total makeover of the clinic s existing WordPress website
Maintain WordPress site to ensure security, SEO and updated information Manage the clinic s
social media pages Brainstorm and implement marketing strategies Promote the clinic s services
via Facebook Track and document website statistics using Google Analytics Create attractive,
eye-catching images for social media Promote Synergy s monthly workshops with Facebook ads
and print media Interact with current patients and potential patients via Facebook Design and
create the clinic s newsletter Design, write and send email campaigns using MailChimp Create
presentations for workshops using Google Slides Front-End Developer, Quality Assurance,
Technical Support BidPro - Spokane, WA June 2017 to Present Re-designed the front-end of
BidPro s website (not published yet) Test the company s web-based and iPad-based applications
to find bugs before publishing Communicate with app developers about bugs and errors
Document bugs using VSTS, Wrike Write, design and send announcement emails using
MailChimp Plan, write and design in-depth PDF tutorials for the software Communicate with
users via email and LivePerson to help them troubleshoot technical problems Education Associate
in Software Development Spokane Community College - Spokane, WA September 2015 to March
2018 Skills Git (3 years), Html (4 years), Javascript (3 years), PHP, SASS, Css (4 years), Project
planning, Marketing, Problem solving, Statistics, Time management, Scrum, Search Engine
Optimization, SEO, Agile, SQL, Bootstrap, JQuery, Ruby, Ruby on Rails Links
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