

Bradley Sammut

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Front end website developer with a focus on website maintenance and customer support. Using open and honest communication to foster long term relationships with clients.

Technical Summary

- HTML, CSS, CSS3
- TextMate (code/markup editor)
- Adobe Creative Suite: Fireworks, Photoshop, Illustrator, Dreamweaver, Contribute
- ExpressionEngine CMS
- Video Editing Software: iSkySoft, Miro, HandBrake
- Experience on Mac and Windows PC

Portfolio

- <http://sammutcode.com>

Professional Experience

Fusionary Media

Grand Rapids, MI

03/08 - 02/12

Customer Service Lead

- Primary contact for clients after site launch, handling issues, updates and questions.
- Assisted in the communication process for team members of site updates and issues.
- Did time and cost estimates for clients as they related to updates to their websites.
- Communicated with clients on the phone and through email on a daily basis to respond quickly to issues/questions and maintain an ongoing line of communication with them.
- Wrote training documentation to instruct clients in editing their sites using the ExpressionEngine CMS.
- Conducted CMS training sessions on location and online with clients.
- Organized and oversaw content collection from clients for new websites.
- Helped clients with populating new sites with content.
- Made site updates that fit into my skill set to assist dedicated web developers with workload.

Freelance Web Developer

Grand Rapids, MI

01/07 - Present

- Building websites and doing maintenance on client's websites.

Crowe Chizek and Company, LLC

Grand Rapids, MI

03/00 - 04/07

Web Development

- Enabled internal and external clients to achieve their business goals by building websites using HTML and ASP code.
- Created site map documents and specifications for clients during pre-development.
- Wrote training documents to instruct clients in editing their sites using Contribute CMS and Microsoft Content Management System and conducting training sessions on location and online.

Project Management

- Designed a business plan for a new customer service position for handling new and existing client issues.
- Experienced in business requirements gathering information to properly define project scope.
- Primary contact for clients after site launch, handling issues, updates and questions.
- Led the communication process for web team members of site updates and issues, and provided a focal point for clients until issues were resolved.

Educational Summary

Ferris State University

Big Rapids, MI

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- Bachelor of Science in Visual Communication with emphasis in digital media.