CORY PERSON

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Technologist

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY WITH MINOR IN BUSINESS.
Grade: Summa cum laude
University of Massachusetts Lowell | August 2017

Coursework: Java; C; C++; HTML; CSS; JavaScript; Linux/Unix Operating System; Project-Based Information Systems; Discrete Mathematics; Statistics; Business Law; Financial Accounting; Corporate Finance; Managerial Accounting; Business Writing; Marketing.

EXPERIENCE

Website Manager (WordPress & Ghost.org CMS), Flux Media Group
March 2022 – Present
Boston, MA (Remote)
- Responsible for the day-to-day operations of Flux Media Group's library of Amazon Lightsail WordPress websites that includes frequent content changes, plugin updates while ensuring compatibility, and changes to adhere to accessibility best practices
- Launched and configured Flux Media Group's new catalog of Ghost.org websites hosted on Digital Ocean
- Parsed information from Cloudflare, Google Analytics, Microsoft Clarity, Clicky, and Statcounter into actionable data that was used to improve search engine rankings, website security, website speed, and increase conversions
- Built a custom GPT AI trained on Flux Media Group's websites to notably increase user engagement
- Utilized low-code platform Noodl to develop Flux Media Group's pre-release Android and iOS apps
- Synergized with multiple departments using Slack, Trello, and Google Workspace

Tech Community Manager, Flux Media Group
March 2021 – February 2022
Boston, MA (Remote)
- Responded to user feedback on the Google Play and iOS app stores while employing a user-centric approach
- Created and maintained a user portal using Discourse community forum software that reached thousands of unique visitors every month
- Crafted and sent monthly marketing emails using SendGrid that focused on user retention

User Success Engineer, *Zidisha*
January 2020 – February 2021
Sterling, Virginia (Remote)
- Answered a substantial amount of inbound inquiries from both lenders and borrowers using Zendesk while focusing on user happiness

- Wrote new and maintained existing user support articles for the company's knowledge base
- Communicated user feedback to appropriate departments

Teacher Success Engineer, *Skillshare (Contract)*
September 2019 – December 2019
New York City, New York (Remote)
- Answered inbound inquiries from Skillshare teachers using Zendesk on a variety of different topics on how to use Skillshare platform while employing a user-centric approach
- Made suggestions for new macros and helped maintain existing ones to shorten teacher response times
- Provided class outline feedback in order to ensure teacher success
- Identified technical problems on the Skillshare platform and suggested possible fixes

Technical Support Engineer, *FluidStack (Contract)*
July 2019 – December 2019
London, England (Remote)
- Answered a variety of technical and non-technical emails and live-chats using Intercom while employing a customer-centric approach
- Produced and maintained macros to shorten response times
- Generated and updated articles for company knowledge base to reduce the amount of incoming customer inquiries
- Provided remote application setups as needed
- Automated major aspects of the ticket assignment process
- Identified patterns in customer inquiries and made requisite product suggestions

Community Manager, **Zidisha**
March 2017 – July 2019
Sterling, Virginia (Remote)
- Reviewed borrower loan profiles and communicated feedback to help ensure likelihood of maximum funding
- Monitored content made by lenders and borrowers to ensure adherence to guidelines
- Identified outstanding content to be featured on the front page

WordPress Developer, **One More Moment (Internship)**
February 2018 – March 2018
Grand Rapids, Michigan (Remote)
- Created a knowledge base to help reduce the total amount of user inquiries
- Optimized raw photos for optimal Web performance
- Built photo galleries to showcase past events

WordPress Developer, **Palo Alto Area Bar Association (Internship)**
November 2017 – January 2018
Palo Alto, California (Remote)
- Implemented solution for the creation of routine local and offsite backups to help mitigate possibility of data loss

- Advised on the optimal use of MembershipWorks with WordPress to ensure members had access to appropriate benefits
- Resolved fatal WordPress core errors
- Made recommendations on theme and plugin best practices to help improve site reliability

TESTIMONIALS

"Cory is a quick learner and a great teammate." - *Rebecca Youngdahl, Senior Manager - Support & Operations, Skillshare*

"Cory, you make my life so much easier knowing I've got you on my team." - *Jason Pohlonski, Founder, One More Moment*

"Cory does all he can to be helpful!" - *Monika Petroczy, Graphic Designer, Baddour & Associates*