JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

Professional Summary

Web Developer familiar with both front & back end development. Experienced manager versed in all stages of the development cycle for dynamic web projects. Successful at quality assurance and on-time delivery. Offers 9 years experience in development using Drupal.

Work History

Front End/Back End Web Developer, 02/2007 to Current
Sofi – New York, NY

- Front End/Back end website development utilizing Drupal 6 & 7.
- Help define project deliverables and monitored status of tasks.
- Developed social media applications using ShortStack and PHP.
- Developed technical solutions for new functional designs.
- Installation of software and implementation of new features for existing websites.
- Troubleshooted and resolved web application issues.
- Designed templates for the content management system to promote SEO and conversion best practices and the efficient use of HTML tags.
- Monitoring and reporting on website traffic and performance.
- Increased website conversion rates through contests, promotions and landing pages.
- Created HTML email templates and newsletters for e-mail marketing campaigns.
- Recommended network security standards to management.
- Consistently met deadlines and requirements for all production work orders.
- Ensured website and data availability and integrity through preventative maintenance and upgrades.
- Evaluated and responded to incoming requests for technical support assistance.
- Provided base level IT support to non-technical personnel within company and company client base.
- Developed 50+ websites using Drupal 7.
- Configuration & management of 100+ domain names & DNS records.

Client Technical Support, 05/2006 to 2007
Firefly Digital – City

- Managed call flow and responded to technical support needs of customers.
- Reviewed technical documentation and procedures.
- Provided basic end-user troubleshooting and desktop support on Windows systems.

Owner/Instructor, 03/1999 to 2004
The Computer Lady – City

- Conducted one-on-one tutoring sessions for private clients.
- Conducted group training on a variety of software & technical processes.
- Administered performance reviews to evaluate each client's progress.
- Used simulations, exercises, discussions, and lectures to instruct class participants in a variety of ways.

Skills

- HTML & HTML 5;
- CSS, CSS3
- Wordpress
- Drupal 6 & 7
- ColdFusion
- Open Graph Protocols
- System upgrades
- Database design
- Website and portal monitoring
- Excellent problem-solving abilities
- System backups
- Troubleshooting and debugging
- MS Office
- PhotoShop
- Data backup and retrieval

Education

Associate of Science: Biology, 1982
Broward Community College - Davie, Florida

Bachelor of Science: Chemistry, 1984
Florida Atlantic University - Boca Raton, Florida

Agricultural Research Extension U.S. Department of Agriculture - Research