

# ANDREW J. COOK

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<http://www.fourcookies.com/samples.html>

## OBJECTIVE

Help move a company's goals/projects forward using my expertise in Web Development and Design.

## WORK EXPERIENCE

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2009 – 2011 *Web Development and Design* - Serena Software

Assisting in design and implementation of product pages on [serena.com](http://serena.com), development of mootools javascript framework and maintaining other javascripting to streamline user experience.

- Use Blueprint CSS Framework to layout pages
- Use of PHP to build pages and maintain website
- Use Adobe CS4 suite to build graphics and pages for [serena.com](http://serena.com)
- Adobe InDesign to layout print and web external documents as needed by marketing department.

2008 – 2009 *Web Developer* - Xerox Corporation

Working for the XOG (Xerox Office Group) Internet Marketing Product Release team to build product launch pages as well as assisting in building Specification and Requirements pages to help market new products in the Office level arena.

- Used custom build XML tags to build pages in a proprietary CMS system in less then 2 weeks.
- Used built in conditional logic to display content for products depending on what language and country they are being released in.
- Worked with 17 different languages in a Fortune 100 company website.
- Utilized Linux and UNIX shell commands to update files on web servers.

2005 – 2008 *Web Producer/Developer* - Corvent LLC

Working with Event Managers to create registration pages for web conferences Corvent is helping produce. Also helping support these events as well as working with the Media Producer to help create custom On Demands. Tested new versions of our self built custom CMS/registration system called AMP (Attendee Metrics Platform)

- Made over 300 branded portal sites for registration accounts within the AMP tool, helping create direct ROI for Corvent and Intercall.
- Managed Client registration page building from start to finish with clients like, Palm, Thomson Gale and Janus.
- Worked directly with clients to deliver custom registration solutions within the constraints of the AMP registration tool.
- Worked with the development team to find bugs in the AMP system, helped build custom content to meet client needs and demands creating over a 15% increase in ease of use and visual appearance out of the box.
- Worked within a .NET environment to customize controls to fit client needs for there registration account. Manipulated controls to a just the way that pages functioned and displayed.
- Used XML to manage the web portal Strings, (Text content that was customizable on the portal's brand.) created new String/XML entries and updated string/XML files to be used for language localization.

2003 – 2005 *Event Support Representative* - Microsoft Corporation

Support Event Services managed events. Troubleshoot Problems that attendees are having when attending web events. Support Event Producers with problems their clients are encountering when presenting events. Supported and ran VOIP audio for these events PlaceWare was bought by Microsoft in June of 2003. I helped

manage the starting of VOIP streams as well as testing code for vendors code drops.

- Using my customer service skills to help direct and indirect clients manage large web conferences by phone support and in person assistance.
- Was the liaison from Support to Registration services as well as a contact person for Live Meeting support.

2002 – 2003 *Event Support Representative* - PlaceWare Inc.

Support Event Services managed events. Troubleshoot Problems that attendees are having when attending web events.

- Built an internal web portal for Event Managers to use for troubleshooting issues with Live Meeting and who to contact for specific issues.

2001-2002 - *Store File Operator* - Hollywood Video/Entertainment

Retrieved Revenue files from Hollywood Video stores analyzed and monitored computer systems.

- Found a way to streamline the automation of finding store revenue files from stores that were down or had connectivity issues. Took an hour off of the Store File Operators day-to-day activities so they could work on other issues.
- Used UNIX OS to run Data base Queries to find missing or fragmented store revenue data.

1999-2001 *Graphic/Web Designer* - United Way of the Columbia-Willamette

Run large format printers, lay out newsletters, and designed a Macromedia Director Presentation for the 2000 Annual Meeting/Award Ceremony. Provided support for a MAC network and EDOX print server.

- Assisted in building print layouts, posters and banners for United Way fundraisers.
- Built Icon's for United Way donation forms

## SKILLS

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Adobe CS3 and CS4	MAC OSX (5 years)
Flash (1 year)	HTML/DHTML (7 years)
Dreamweaver (5 years)	CSS (7 years)
SoundEdit 16 (1 Year)	XML (2 years)
Microsoft Office ( 6 years)	JavaScript (2 year)
Unix/Linux OS (1 year)	Director Lingo (2 years)
Windows 2000/NT/XP/Vista/7	ASP
DOS	MySQL (6 months)
Computer Networking (5 years)	Final Cut Pro (1 year)
PHP (6 months)	WordPress (6 months)

## EDUCATION

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September 2001      Art Institute of Portland

*Bachelor of Science - Multimedia and Web Design*

- Helped build a multimedia project for the Portland Fire Department.
- Built a multimedia presentation for the United Way of the Columbia Willamette's Annual Meeting.

Oklahoma State University

*Minor in Graphic Design*