

Erwin Angeles

Austin, TX - **Phone:** (760)871-9064 | **Email:** erwinangeles@live.com

#Skills

Front-End

Javascript ES6 / jQuery
CSS / SASS / LESS
HTML / XHTML / Jade
Gulp / Webpack
React.js

Back End

REST / MySQL
PHP / Composer
Vagrant / AWS
Apache
Node.js
Express.js
MongoDB

Source Control

Git(Git Flow)
SCRUM / Agile
Github
Jira / Bitbucket

FrameWorks

React / Redux
Laravel / Symfony
AngularJS
Bootstrap
Ruby on Rails

UI/UX

Wireframing / UML
Prototyping
Adobe Suite
User Stories
Atomic Design

#Professional Experience

Hay House, Inc. / Digital Web Project Specialist

October 2018 - Current : Austin, TX |

- ↳ Monitored deliverables and specification documents for online course updates and functionality
- ↳ Wrote specs, writes content, and suggests improvements for layout and design of course marketing web pages
- ↳ Utilized various associated databases to collect information necessary for posting
- ↳ Generated reports and researches processes based on customer behavior using multiple analytics and reporting tools
- ↳ Reported results of traffic and revenue using web analytics tools and makes recommendations on changes based on data.
- ↳ Coordinated with multiple departments and databases to post administrative content and distribute relevant logistical information for the successful execution of digital product lines
- ↳ Managed SEO marketing, advertising, and overall marketing of website(s) and increases the traffic to website(s)
- ↳ Provided support to other web department areas as needed, including but not limited to, mobile apps, podcasts and other E-Commerce websites

Hay Hay House, Inc. / Web Marketing Coordinator

September 2017 - October 2018 : Carlsbad, CA |

- ↳ Documented and strategized platform improvements which got implemented to improve user experience.
- ↳ Oversaw development and delegated tasks between internal departments for new course productions to maintain project deadlines.
- ↳ Completed the web posting of product lines such as Online Courses and other future digital product lines related to and associated with courses, live streams and webinars
- ↳ Managed various projects related to digital products including ongoing development and optimizations on HayHouseU.com and HayHouse.com

Hay House, Inc. / Customer Service Representative

October 2016 - September 2017 : Carlsbad, CA |

- ↳ Day-to-day duties involved answering customer e-mails(Zendesk), chats(BoldChat), and offered technical support over the phone
- ↳ Maintained 90%+ satisfaction rating month-over-month on over 5,000+ support tickets.
- ↳ Received certificate of recognition for creating Suze Orman Help Desk

#Education

University of Texas at Austin / Full Stack Web Development

2019 – 2020: Austin, TX

Palomar College / Information Technology

2015 – 2017: San Marcos, CA