

Jacques P. Walker

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Objective	A Full-Time Permanent position with a focus on communication and training within the Information and High Technology realm.	
Education	Virginia Tech: RB Pamplin College of Business May '08 - Master's of Business Administration May '04 - B.S. in Marketing Management	Blacksburg, VA
Skills	<ul style="list-style-type: none">• Extensive knowledge of HTML, CSS, PHP, and SQL Languages• Knowledge and Application of Course Development and Instructional Planning• Proficiency using Adobe Dreamweaver, Adobe Photoshop, Adobe Premiere Pro, Camtasia Studio, SCT Banner, Microsoft Office, and Windows Operating Systems XP and above.• Ability to diagnose and repair most software and hardware related computer problems	
Activities	August '09 – Present Tolls of Madness Theater Group Technical Lead <ul style="list-style-type: none">• Serve as the liaison between stage staff and the theater group• Responsible for the maintenance and setup of show lighting and technical equipment	
Work Experience	January '10 – Present Virginia Tech: Faculty Development Institute Training and Documentation Specialist Blacksburg, VA <ul style="list-style-type: none">• Instructed Faculty, Staff and Graduate students via short courses in Adobe Dreamweaver, Photoshop, Rythmx's Percussion CMS and Qualtrics Survey• Created and Updated Documentation for the University's Enterprise CMS• Provided support and design assistance to web developers and designers December '07 – January '10 Virginia Tech: Human Resources HR Portal Technical Support Specialist Blacksburg, VA <ul style="list-style-type: none">• Redesigned, developed and maintained Human Resources, Work-life, UOPD, ADA, CVC, Restructuring, and Hokiwellness websites• Trained and Instructed content editors on the Ensemble Content Management System• Provided support and design assistance to content editors• Developed multiple web applications using PHP, MySQL, and Javascript January '05 – December '07 Virginia Tech: Human Resources Blacksburg, VA HRIS and PC Support <ul style="list-style-type: none">• Assisted Banner users with various problems and difficulties using the software• Assisted in Banner HRIS Training for new users• Maintained Computer Classrooms• Diagnosed and Troubleshoot various PC hardware and software issues• Designed and Created multiple databases using Microsoft Access	
References	References available upon request	