

# Katie Felten

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Highly adaptable technical professional with over 10 years of experience in IT support, project management, and web development. Focused on maximizing every project's potential through effective leadership and building strong client relationships.

## Experience

### Technical Account Manager

*Applied Imagination* | 06/20 - Present

- Lead projects and client communication from initial stages to website launches.
- Managed project schedules and task delegation for creative and development teams.
- Created technical documentation including SOWs, project quotes, style guidelines.

### Team Lead

*Lambda School/Key Conservation* | 06/20 - 04/20

- Lead a group of 20+ students full-time and held weekly 1:1 meetings to go over progress with each student.
- Documented product cycles for an evolving React Native app.
- Scheduled MVP goals, and provided updates to the stakeholders.

### Web Designer

*Freelance* | 10/14 - Present

- Designed, built, and managed ongoing support for custom WordPress websites.
- Created marketing materials such as logos, emails, and sales funnels, online resources.
- Integrated payment and email systems for capturing leads.

### Technical Account Manager

*Peak Hosting* | 06/14 - 10/14

- Managed all client contact on projects, and outlined scope of support.
- Facilitated and implemented new server builds, turn-downs, and upgrades.
- Coordinated with engineers, sales associates, and executives to schedule builds and upgrades.

## Expertise

### Proficiencies

- WordPress Development
- JAMStack & Serverless Solutions
- Design Tools: Figma, Sketch, Adobe Photoshop & XD
- HTML, CSS & JavaScript
- React & React Native
- Git & GitHub
- Node.js
- MySQL

### Skills

- UI /UX Design
- Prototyping
- Front & Back End Development
- Responsive Design
- Budget & Scope Management
- Client Communication
- Multidisciplinary Team Leadership
- Project Planning & Scheduling
- IT Systems & Network Support

### Certifications

- CompTIA A+ (2008)
- CompTIA Network+ (2008)
- CompTIA Security+ (2010)

### Education

*Lambda School* | 03/19 - 04/20

Full Stack Web Development