



KATIE ROSE FELTEN

KNOWN FOR BEING AWESOME AT:
TECHNICAL SOLUTIONS
&
CUSTOMER HAPPINESS

PROFILE

27-year old web developer
from Portland with
8+ years of work experience
in various areas of Information Technology.

CONTACT

503-752-0623

katierose.co
sayhello@katierose.co

SKILLS

CUSTOMER SERVICE

ONLINE MARKETING

FRONT END DEVELOPMENT

BACK END DEVELOPMENT

WORK EXPERIENCE

FREELANCE TECHNICAL CONSULTANT

OCTOBER 2014 - PRESENT

- Customize Wordpress themes for new or existing websites.
- Fix technical issues with plugins.
- Suggest and implement marketing tools.
- Create eBook PDFs for online products.
- Connect payment systems and test purchase flow.
- Design logos, headers, and eBook covers.
- Curate typography, color schemes, and other brand ideas.

LONG TERM CLIENT PROJECTS

GATEKEEPER @ THE STRENGTH GUYS

APRIL 2015 - JULY 2016

- Managed all inquiry emails.
- Answered questions on TSG's approach to training, nutrition, pricing.
- Updated the company inquiry packet.
- Researched and documented lead data.
- Trained as an athlete under coach Jason Tremblay.

TECHNICAL EXECUTIVE @ ROMAN FITNESS SYSTEMS

MARCH 2014 - SEPTEMBER 2015

- Responsible for all tasks including but not limited to WordPress management, technical audits, and website updates.
- Screening, hiring, and management of outside contractors for freelance technical work.
- Upkeep of systems and servers for 10 sites.
- Edit guest article submissions.
- Update SEO, affiliate information on 200+ RFS articles.
- Kept Roman from breaking the Internet.

TECHNICAL ACCOUNT MANAGER @ PEAK HOSTING

JUNE 2014 - OCTOBER 2014

- Post-sale main point of contact between customers and Peak Hosting.
- Facilitate the implementation of new server builds, turn-downs and existing customer upgrades.
- Coordinate and schedule inter-department Peak resources for builds and upgrades.
- Interface with customers to address concerns that do not fall under the normal scope of support.
- Communicate status of ongoing customer projects both internally and externally.

IT PROCUREMENT ANALYST @ CELLUAR SALES

JUNE 2013 - MAY 2014

- Ordered all network, printer, and PC equipment for new store openings.
- Tracked purchase history and maintained inventory levels locally and with remote warehouse.
- Organized standard product orders into catalog for simple overview.
- Regulated documentation for vendors to configure switches, firewalls, and DVR security.
- Facilitated communications between technology teams and the business.