

# Kelsey McCarson

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Experienced ITIL v3 Foundations certified project manager transitioning back into IT after a successful stint as a technical writing and content management lead. I'm a pending Digital Crafts immersive bootcamp graduate (June 2018) looking for an opportunity to showcase my unique skill set for an awesome and exciting company doing big things.

## SKILLS

**Languages:** HTML, CSS, JavaScript, Python, SQL

**Frameworks/Libraries:** Bootstrap, Pure CSS, React, Node.js, Express

**Other:** SharePoint, PostgreSQL, Visual Studio, Github, Final Cut X, Adobe Professional Suite, Wordpress

## EXPERIENCE

### **McCarson, Inc. (contracted to various organizations) — Content Manager & Web Consultant**

JANUARY 2014 - Present

- content management, marketing, writing and editing for various organizations including CNN and Bleacher Report
- procedure development, market planning, content consultations, reporting, process efficiencies and planned benefit documentation for various small business clients
- Wordpress, Bootstrap and Pure CSS web design and development for several newly formed .com enterprises

### **Information Development, Inc. (contracted to Shell) — Senior Technical Writer & Project Manager**

JULY 2012 - SEPTEMBER 2016

- developed landing pages, blogs, etc. for 134 Shell intranet websites prior to and through SharePoint migration
- wrote, edited and formatted HSE documentation for processes, procedures, brochures and technical specifications
- coordinated objectives, individual assignments and schedules for HSE technical writing and content management teams

### **Fluor Corporation — Global IT Asset Management Processes & Special Projects Lead**

AUGUST 2010 - JULY 2012

- created documentation, trained and performed testing for internal asset management applications
- coordinated global pc hardware replacement activities with various service providers both internal and external to Fluor
- developed asset management work processes and procedures for functional groups including central receiving, desktop services and service delivery support personnel

### **MIT Professionals (contracted to Fluor) — Global IT Service Delivery Process Specialist**

MARCH 2008 - AUGUST 2010

- developed and maintained IT Service Delivery process documentation
- communicated and trained global resources from wide variety of technical backgrounds across all divisions of IT support
- created efficiencies and eliminated redundancies across wide variety of IT support procedures

## EDUCATION

### **Digital Crafts, Houston, TX — Full Stack Software Engineering Program**

Pending JUNE 2018

### **University of Houston, Houston, TX — Bachelor of Arts in English**

Graduated DECEMBER 2007

### **Austin Community College, Austin, TX — Associate of Arts in English**

Graduated DECEMBER 2005