

# Lon Heligas

St. Paul, MN

651.253.4403

lon.heligas@gmail.com

## Experience:

### Allen Interactions

#### Custom Content Developer 2015-2022

- Championed the conversion of strategic customer legacy Flash content into a modern HTML+JavaScript environment, delivering a month early and under budget to the delight of the client.
- Orchestrated new standard processes to simplify content migration , reducing content development times by 70%.
- Developed automation tools to reduce redundancy and enhance workflow, resulting in a 50% reduction in content migration times.
- Created and delivered end-user training on content management systems enabling client self-service.
- Prepared documentation and technical manuals for in-house software tools.
- Engaged clients to gather software requirements/business rules, insure alignment with development teams, and defined requirements to enable successful projects and high customer satisfaction,
- Partnered closely with team members to keep projects on track and meet anticipated deadlines.

#### Interaction Developer 2005-2016

- Designed user-friendly software interfaces to streamline access and comprehension resulting in award-winning courses for Motorola.
- Tested software to ensure a high-quality experience through troubleshooting, testing, and coding,
- Spearheaded the documentation of technical specifications and created project testing methods used in software auditing.
- Strategized with project managers to understand system load limitations and plan strategies to meet customer demands.
- Collaborated with product and engineering team members to define and develop new product concepts.

#### Quality Assurance Specialist 2004-2007

- Identified issues in software processes and implemented optimization techniques resulting in productivity increase.
- Assisted clients and internal staff with troubleshooting to quickly resolve software issues.
- Delivered end-user training on content management systems allowing staff to make easy updates and maintenance to websites.

## Education:

ST. CLOUD STATE UNIVERSITY, St. Cloud, MN

Bachelor of Arts, Major: English-Writing Minor: Graphic Design