**ERICA WALKER**

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**WEB DESIGNER & DEVELOPER**

**Summary:**

Web Designer knowledgeable in a variety of coding languages and current web standards. Over 10 years of business management and customer service experience.

# **Skills:**

|  |  |  |
| --- | --- | --- |
| HTML5, HTML, CSS, LESS | WordPress | UI/UX Design |
| JavaScript, JQuery | Photoshop | Responsive Web Design |
| PHP | Illustrator | Social Media Marketing |
| SQL | Divi Theme | Search Engine Optimization |

# **Education:**

Portland Community CollegePortland, OR Graduated: 06/2017

* **Associate of Applied Science - Web Development and Design**
* 3.94 GPA
* Presidents’ List

# **Experience:**

**Web Designer & Developer**

Dream DigitalPortland, OR 09/16 - Present

* Plans site design by clarifying goals and maintaining functionality.
* Coordinates with clients to develop site content, images, and graphics.
* Prepares site by installing and configuring server software.
* Ensures site protection through proper encryption and security measures.
* Maintains regular updates and backups for websites.
* Tests user interface and experience prior to site launch.

**Office Manager**

Sacred Healing ArtsHonolulu, HI 12/14 - 5/15

* Handled patient check-in and check-out procedures including measuring vital signs and scheduling appointments,
* Provided customer support over the phone throughout the day by answering questions and providing service related information as needed.
* Utilized QuickBooks and other software to manage invoices, payments, deposits, purchase orders, and other business related expenses.
* Maintained an inventory tracking system to ensure medicines and other business related supplies are ordered in a timely fashion and kept in good supply.

**Operations Manager**

Serenity Spa HawaiiHonolulu, HI 11/11 - 12/14 & 12/04 - 07/09

* Hired and trained new administrative employees as well as massage therapists.
* Provided supervision to staff to ensure they performed their job duties appropriately.
* Managed a digital payroll system for all employees ensuring they were paid accurately and timely.
* Worked with the spa owner to resolve staff and team disputes related to specific conflicts as well as the general work environment.
* Utilized software to generate service and retail reports, which reconciled all incoming and outgoing money.
* Worked directly with clients to book reservations and handle customer service related issues.
* Promoted from receptionist to manager in 2006, and to operations manager in 2014.