Nikolette Petteway

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SKILLS TOOLBOX

Web Tools:	HTML5, CSS, JavaScript, PHP, Bootstrap, Python, SEO, SQL, WordPress, Elementor Pro
Adobe Creative Cloud:	Photoshop, Illustrator, Adobe Premiere Pro, Adobe After Effects, Adobe XD, Adobe Dreamweaver, Adobe Fuse, Adobe Acrobat Pro Dc

Other Skills:

- Effective communication and organizational skills
- Creative strategy and innovative design
- Data entry
- Strong technical understanding and knowledge of video and audio editing, recording and general IT/networking/computer skills
- 2+ years' professional (paid) technical web experience
- Accuracy and attention to detail
- Problem solver
- Completes tasks efficiently, ability to work independently and within a team structure in a dynamic work environment

EDUCATION

New Jersey Institute of Technology, Newark, NJ
Business & Information Systems (B.S.)

EXPERIENCES

ENVIE- Innovation to Networking *(Remote)*
Independent Tech Start-Up Marketing Agency
Nov. 2017- Present

- Develop and design responsive WordPress web interfaces with Elementor Pro
- Conducts virtual training sessions on Elementor page building to create beautiful WordPress websites
- Managing live event streams- including handling all client content, live-switching video sources to seamlessly transition between presenters and troubleshooting any issues that come up.
- Serves customers by selling service products and meeting customer branding/marketing needs such as E-commerce (Shopify, Magento), appointment scheduler, content creation, Augmented Reality social media filters
- Create mock-ups for proposed project pages and update them as needed according to client's satisfaction
- Ensuring that the work product meets the client's expectations from both a technical and service level.
- Develop SEO strategies based on website architecture, social media content, linking and other factors to improve SEO positions for target keywords.
- Maintain host network while identifying and correcting software deficiencies.

NIKOLETTE PETTEWAY

Hub City Brewhouse, *New Brunswick, NJ*
Server/ Bartender/ GSM
Dec. 2019- Sept. 2020

- Manage events and live music performances
- Manage any escalating issues or complaints with a positive attitude.
- Attend to customers upon entrance, present restaurant menus and help customers select food/beverages, take and serve orders.
- Answer questions or make recommendations for complementary products.
- Collaborate with other restaurant servers and kitchen/bar staff.

Celgene Corporation, *Summit, NJ*
Predictive Sciences Intern
June 2019- Dec. 2019

- Provide cross-team support for IP Legal and Digital Communications teams
- Assist in Big Data analysis to optimize template partner legal agreement constructs to streamline construction of contemporaneous comparator cohorts for single arm trials leveraging large-scale real-world evidence data from a network of healthcare institutions globally
- Review Partnership contracts to prepare budget estimates for 2020
- Collaborate with Informatics & Predictive Sciences and Business Development personnel to formulate conclusive Summary Statistic Reports to help the organization make informed business decisions.

XY-The Persistent Company, *San Diego, CA*
Customer Obsession Agent
Jan. 2019- May 2019

- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Developed relationships with clients while handling and prioritizing problems
- Preform tests on hardware equipment and software programs
- Vast troubleshooting capabilities consisting of evaluation of the issue, determining the root cause, collaborating with internal and external technical support to ensure 100% problem resolution.
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.