Patrick J. Multhaup

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Profile

Flexible designer and developer with experience in web applications and services, customer account management, and help desk services. Secondary education in economics focusing on business modeling, cost-benefit analysis and problem solving. Productive in both self-managed and team oriented projects. Involved with the open source development community and always striving to be up to date with the latest technologies and tools.

Technology Summary

Languages: Javascript, Ruby, HTML/CSS

Tools: Ruby(& Rails), Minitest::Spec, JQuery, NGINX, Apache2, Git, Bootstrap, NPM, Wordpress, Chrome DevTools, Photoshop

Database: PostgreSQL, MySQL

Platforms: Linux, Windows Personal Releases, Windows Server 2k8 & 2k12

Hardware: Builds, Troubleshooting, Networking, Recording & Streaming

Education

California State University, Chico

Degree: **Economics,** May 2011

Option in **International Economics**

Work Experience

Web Design and Development

Freelance, Pleasant Hill CA   May 2015 - Present

- Designed, developed and hosted websites for numerous small businesses
- Met and worked with clients to establish their businesses needs on the web and their design preferences before starting work
- Have developed for clients custom user driven scalable web applications they have used to extend services to their customers online, manage their reps and distributors, manage their in office workflow, store all order information, and provide order projections

Web Application Development, Account Manager, Desktop Support

TASK Transcription LLC, Danville CA   Oct 2011 - March 2015

- Small company, wore multiple hats/job titles. To clients was an account representative and help desk department. Internally was the system administrator and internal application development designer/manager
- Designed and wrote the requirements and specifications and then managed a web based workflow system project for an all inclusive client and staff web portal and workflow web service. User accounts, secure logins, HIPAA complaint
- Handled upkeep and maintenance of the workflow system, servers, domains, and websites for an internet based company
- Operated the customer software and hardware helpdesk, support phone line and email. Logged all services and support calls in CRM ticket service and identified repeat problems and proposed preventative solutions
- Provided in person and remote hardware and software support for clients and company staff