

# Patricia Parker Web Developer and Designer



<http://pkpatricka.com>



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## Summary

Seeking work which utilizes my education in:

- **Web Design, HTML, CSS**
- **JavaScript, jQuery, Java, Android**
- **Ruby on Rails, WordPress, Drupal**

Completed a Full-Time programming boot camp at Tech Talent South and Web Design coursework at Richland College, DePaul University, General Assembly, and Skillcrush.com.

Pursuing my masters in information technology at the Illinois Institute of Technology with an emphasis in Web Design and Application Development.

## Skillset and Tools Utilized

- **Adobe Creative Cloud** (Photoshop, Illustrator, Indesign, Acrobat Pro)
- **Content Management Systems** (WordPress, Drupal, Salesforce)
- **Web Development Tools** (PHPStorm, WebStorm, Dreamweaver, Atom, Sublime Text)

## Education

- **Illinois Institute of Technology**  
Master's degree, Information Technology, 2016 - 2018
- **General Assembly**  
Certificate in Web Design, 2015
- **Tech Talent South**  
Full-Time Code Immersion in Ruby on Rails, 2015
- **Lawrence Technological University**  
Bachelor of Science (B.S.), Computer Science

## Employment History

- **Data Entry Associate at Collabera**

- **December 2014 - July 2015 (7 months)**

Input and transposed technician repair notes from Diebold systems to Bank of America systems.

Data entry, spreadsheet creation and document formatting using Microsoft Excel.

- **Technical Support Associate at Telvista Inc.**

- **January 2014 - May 2014 (4 months)**

Helped customers set up Actiontec routers in their home or business.

Solved wireless connectivity problems.

Helped customers use video features and set up TV equipment.

Isolated customer phone problems and helped customers use phone features.

- **Dialer Collector at Chase**

- **January 2012 - November 2013 (1 year 10 months)**

Determined reasons for non-payment.

Negotiated payment arrangements using established procedures and computer applications.

Advised customers of the possible consequences of not meeting obligations.

- **Mortgage Escrow Customer Service Specialist at Bank of America**

- **August 2009 - May 2011 (1 year 9 months)**

Called taxing authorities and performed Internet searches for tax amounts due both current and delinquent.

Performed mortgage account-related transactions for escrow including updates and analysis.

Called insurance companies for policy information, updated in system and issued out premiums.

- **Collections Representative at Chrysler Financial**

- **October 2008 - August 2009 (10 months)**

Advised payment alternatives, negotiated payment plans, and responded to customer inquiries.

Used communication and analytical skills to provide mutually beneficial problem resolution.