

Stephanie Franz

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EXPERIENCE

Web Designer and Developer

Freelance | May 2015 - Present

- ▶ Coded a portfolio site using HTML, CSS, Javascript, and PHP
- ▶ Customized several Wordpress themes, including a blog and small business site
- ▶ Proficient in using Wordpress plugins to track page views, increase SEO, and speed up website loading time

Customer Care Representative

Baker & Taylor | October 2016 - March 2017

- ▶ Took over customer support for over 1,000 Follett college bookstores, answering over 100 calls and emails per day
- ▶ Utilized Salesforce to track customer communications
- ▶ Trained additional customer care representatives that were added to the team

Enrollment Management Specialist

IES Abroad | July 2014 - March 2016

- ▶ Managed admissions, pre-departure forms, and visa requirements for 17 programs in five countries
- ▶ Heavily edited and redesigned visa information packets to make them more user-friendly
- ▶ Transitioned the department from a paper-based to 100% computer-based admissions system, which made the department more efficient

Native Speaking Teacher

Hess Educational Organization | July 2011 - August 2013

- ▶ Taught English grammar and vocabulary to students aged 4 to 16
- ▶ Communicated with staff, students, and parents across language and cultural barriers

EDUCATION

Elon University

Bachelor of Arts | 2011

- ▶ International Studies and Economics

Skillcrush Blueprints

2016

- ▶ Web design
- ▶ Visual design
- ▶ Wordpress development

SKILLS

- ▶ HTML5
- ▶ CSS
- ▶ Javascript
- ▶ PHP
- ▶ Adobe Photoshop and Illustrator
- ▶ Microsoft Office