

Lea Bailey

Web Developer at Pragmatics/ OCC, DC

Rosedale, MD - Email me on Indeed: [indeed.com/r/Lea-Bailey/bfa48ae2af90164d](https://www.indeed.com/r/Lea-Bailey/bfa48ae2af90164d)

WORK EXPERIENCE

Web Developer

Pragmatics/ OCC, DC - 2011 to Present

- Work closely with the web publishing team to ensure that they are performing their publishing tasks.
- Validate the web publishing team code and confirming that the pages are XHTML compliant.
- Edit and/or create JavaScript applications for the OCC Intranet.
- Maintain and/or Update various content within the Rythmyx Content Management System.
- Maintain various ASP.net pages on the OCC Intranet

Web Developer

Kennedy Center, DC - 2007 to Present

- Being able to complete front-end web design and HTML/CSS coding.
- Build HTML / ColdFusion web pages, rich media content, website text edits and banner updates.
- Adhere to design standards that are set forth by management.
- Design and built HTML emails for various departments.
- Design and built the Suzanne Farrel Portal [<http://www.kennedy-center.org/programs/ballet/farrell/>]
- Design and built the KC Honors Page [<http://www.kennedy-center.org/programs/specialevents/honors/>]

Web and Application Support Specialist

Kennedy Center, DC - 2010 to 2011

- Web page maintenance and design of various home / content page(s).
- Created various email templates to be used by the client for their internal or external emails.
- Assist the client with navigating through the DDC Content Manage application. Create small banners to be used within the clients email blasts.
- Actively participates in the testing and implementation of new web sites.

System Administrator

Hewlett-Packard - 2009 to 2010

- Assist in the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications.
- Monitors and maintains the use of the library's photocopiers and printers.
- Develops, maintains, and monitors procedures for all server backups. Monitors, plans, and coordinates the distribution of client/server software and service packs.
- Makes recommendations for new equipment and services to purchase and works with various vendors for procurement. Perform on-site and remote technical support.

Hewlett-Packard, Alexandria, VA 2004-2010

Account Support Supervisor

Kennedy Center, DC - 2007 to 2009

- Provide technical direction relating to system performance, telecommunications, hardware, software, operating systems and utilities for 49 employees.

- Interface with multiple EDS groups to resolve customer problems.
- Facilitate inter-team communications between application developers and support teams to obtain, document, and implement new or existing requirements for the helpdesk.
- Interact with various levels of EDS and Government management to establish and gather requirements for the helpdesk.
- Analyze daily and monthly metrics to identify staffing, individual/team performance, and training needs, and ensure that these are addressed. Assign, direct, track and aid in planning the work of support personnel. Assisted in establishing the TRICARE Next Generation helpdesk, which supports the implementation of over 25 military medical applications that impact more than 23 million DoD civilian and military personnel.
- Help to establish and improve helpdesk processes and procedures to increase productivity, enhance overall helpdesk performance, decrease customer wait time, and improve the efficiency and proficiency of the helpdesk personnel. Responsible for obtaining technical and business-related training for helpdesk personnel.

Hewlett-Packard, Alexandria, VA 2004-2010

Knowledg Base Manager

Hewlett-Packard - 2005 to 2009

- Managing the knowledge base core review team, the development of the knowledge base tools, processes, and workflows. Interface with multiple EDS groups to resolve customer problems.
- Lead KB core review team meetings to help create, review, modify, and publish articles to be stored in a database and posted on the internal Knowledge Base sites.
- Create policies and procedures to ensure quality of content. Worked closely with DSC Leadership team on feedback loops, content for new releases, and updates of existing content.
- Work closely with Tier 1 and Tier 2 agents to understand common questions, the challenges faced by our customers, and receive KB suggestions. Work with the Product Release Teams, Client Services Team and the Technical Support Team to ensure product information, usage instructions, procedural instructions, release notes, and associated product information is available in the Knowledge Base system.
- Mentor and coach various teams on proper Knowledge Base articles, and usage.

SYSTEM PROFICIENCY

Hardware

HP Blade, IBM, Dell, Compaq, Toshiba, Macs, Wireless/Wired Routers, LCD Displays, PCI and PCI-E cards

Programming Languages

HTML, CSS, Coldfusion (Intermediate), PHP (Beginner), Java (Entry Level), JavaScript

Systems

Windows 95/98/2000/NT/XP/Vista/7, MS/DOS, Snow Leopard, Server 2003/2008, Exchange 2003/2010, Active Directory, MAC OSX

PC Software

Microsoft Office Suite, CA Unicenter, Real-Time Automated Personnel Identification System (RAPIDS), CISCO Call Manager, Adobe Collection Suite CS4 / CS5, Partition Magic, ERD, CISCO VPN, WSUS, CA ArcServe, Symantec Ghost, Microsoft Exchange / AD, VMWare, Microsoft TFS, Autotask, FTP, Joomla, MySQL, MAMP, Microsoft VS, SQL, MySQL

EDUCATION

Associates in Computer Networking

GIBBS College - Vienna, VA