



# Todd Pettee

Website Developer

## Personal Info

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websitesmadesimple.org

## Core Skills

Website Design  
Customer Service  
Technical Support  
Video Production  
Adobe CC Suite  
WordPress  
BuddyPress  
Education

## Interests

Japanese Language  
Rock Climbing  
Trail Running  
Photography  
Surfing  
Travel

Website developer with over 10 years of experience designing, building and maintaining WordPress websites. Self-motivated educator with excellent communication skills and a passion for empowering the average person with the knowledge and tools they need to build and maintain their own website.

## Experience

### Website Developer / Business Owner

01/2010 - Present

*Websites Made Simple - Prescott, AZ*

- Installed, configured and customized WordPress websites themes and plugins.
- Implemented proactive security measures and cleaned malware from websites.
- Responsible for setup and maintenance of databases, email, DNS and backups.
- Performed on-page and off-page search engine optimizations for websites.
- Produced educational videos teaching how to build a WordPress website.
- Provided technical support via website forums and video comments.

### Customer Service / Technical Support Engineer

07/2006 - 12/2009

*PGP Corporation - Salt Lake City, UT*

- Provided direct customer service via email and phone support.
- Managed tickets through RightNow Technologies CRM software platform.
- Contributed knowledge base articles to supplement technical documentation.
- Provided tier 1 and tier 2 technical support for entire software product line.
- Deployed and configured desktop, and enterprise server installations.
- Troubleshoot and resolved technical issues on Windows, Mac and Linux.

### Classroom Teacher / Performance Supervisor

05/2003 - 06/2006

*KTC Foreign Language Institute - Kumamoto, Japan*

- Managed thirteen foreign English teachers spread out over two prefectures.
- Prepared and taught lessons to students learning English as a second language.
- Performed teacher evaluations and counseled teachers on strengths and weaknesses.
- Organized and facilitated curriculum training and professional development meetings.

## Education

### Bachelor of Arts Elementary/Middle School Education

09/1991 - 05/1995

*Cedarville University - Cedarville, OH*

## Certifications

### PGP Advanced Administration and Deployment

09/2008

*PGP Corporation - Draper, UT*

### CompTIA Network

06/2007

*TechSkills - Salt Lake City, UT*

### Linux/Unix System Administration Certificate

12/2005

*University of Illinois and O'Reilly Publishing - Champaign, IL*

### Japanese Language Proficiency Certificate, Level 2

12/2000

*Association of International Education - Tokyo, Japan*