

# **Zachary John**

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## **PROFILE**

- Over 3 years of front-end web development experience.
- Revamped Trent University website to upgrade accessibility and responsive design elements in accordance to laws and modern design principles.
- Data Analysis, Web Scraping, Database Management and Software Development experience.
- Experience working in a team contributing to collaborative software projects using version control software.
- Wide array of technical skills including experience using Python, R, C#, Java, SQL, PHP, Javascript, Wordpress, Bootstrap, CSS, HTML, Microsoft & Google Suite and social media managing software (Hootsuite).
- Capable of writing both technical documents and official communications.
- Graphical design experience.
- Over 3 years of technical support experience.

## **EDUCATION**

**September 2016 – May 2021**

**Trent University**, Peterborough, Ontario

- Bachelor's of Arts in Computing Systems

**R.S.McLaughlin Vocational Academy** Oshawa, Ontario

**September 2012 - June 2016**

- Bilingual Certificate

## **WORK EXPERIENCE**

**External Relations and Advancement - Trent University**

**September 2019 - August 2020**

*Philanthropic Fellow*

- The fellowship was divided into sections split between three departments at Trent University: the Development Office, Alumni Affairs and the Office of Advancement Services
  - September 2019 - December 2019 with the Development Office
    - Planned, set-up, managed and cleaned up after philanthropy and alumni events focused on donor engagement.
    - Networked with Trent University donors on behalf of the university.
    - Managed both the front end and back end of the university's donation database software (Blackbaud's Raiser's Edge).
    - Wrote communications used by the university for e-blasts to donors.

- January 2020 - March 2020 with Alumni Affairs
  - Interacted with alumni in a front-line customer service role, problem solved and assisted alumni over the phone, over email and in person.
  - Improved processes and information systems in the alumni affairs office.
  - Managed front-end web pages for the alumni affairs department.
  - Worked on projects improving data-collection for Alumni Awards voting and produced reports for my superior.
- April 2020 - August 2020 with Advancement Services
  - Managed the update of the NetCommunity website to the news bootstrap based design.
  - Increased the accessibility of the NetCommunity website in accordance with Ontario regulations (AODA).
  - Improved the responsiveness of the website to better fit whatever size screen is used to view the website including mobile.
  - Developed custom javascript functionality for the NetCommunity website.
  - Adapted quickly to the work from home environment caused by COVID-19 pandemic.
  - Excellent communication skills with teammates in a work from home environment.

#### **Alumni Affairs - Trent University**

**September 2019 - March 2020**

##### *Communication Assistant*

- Scheduled social media posts for Trent University Alumni Association Facebook, LinkedIn, Twitter and Instagram using Hootsuite software.
- Created a new plan for tracking social media engagement stats for reporting while increasing the engagement and follower count of Trent's alumni social media.
- Managed and upgraded the Wordpress site that hosted the Online Trent Magazine.
- Helped with production, hosting and marketing of the Trent Voices Podcast.

#### **The Office of Advancement Services - Trent University**

**May 2017 - August 2019**

##### *Web Team Lead*

- Created, edited and maintained pages on the NetCommunity side of the Trent University website focused on alumni engagement and charitable fundraising.
- Lead projects with a small team and completed the assigned task within a specific time period.
- Responsible for troubleshooting and problem solving as errors occur with plans and software.
- Created content for Trent University to use that aligns with established style guide and branding guidelines.
- Created processes and wrote documentation for Advancement Services to ensure the maintenance of the pages present on the NetCommunity website.
- Extensive experience working with the Raiser's Edge donor database. Tasks included general maintenance of donor records, pulling queries and larger projects such as staff and graduate uploads.
- Worked with alumni in person, on the phone and through email to assist them accessing their Trent accounts and providing other support.

**References Available Upon Request**