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HIGHLIGHTS OF QUALIFICATIONS

Over ten years of professional internet technology experience
Background in digital content management, web strategy, IT governance and support, web development, ecommerce management, sales and marketing, section 508 compliance specialist, strong business writing and communication skills, dependable, and people oriented

PROFESSIONAL EXPERIENCE

WEB CONTENT / DEVELOPMENT

- Created, edited and managed content for landing pages for various topics for WebMD's medical information site. Worked with Documentum and Pagebuilder content management systems to load new content.
- Content management professional proficient in several enterprise content management systems (Teamsite, Stellent, Vignette, Documentum, Convio, Contribute, Sitebuilder, Interwoven, etc.)
- Developed and launched email marketing campaigns to improve sales efforts for SouthernLINC Wireless.
- Started consulting service for web design, specializing in Sites for the Arts. Primary clients include musicians, authors, and writers.
- Created site content and layout design for 15 extranet sites (25 pages or more), for major telecommunications company building client sites for employee enrollment.
- Programmed, managed, and edited online daily newsletter for Marketing Communications department of a telecommunications company.
- Served as lead developer to e-commerce sites for traditional retailers processing with Unified Merchant Services (**UMSeStore.com**); a division of First Data.
- Won an award for Best Design for Sterling Commerce corporate site.

PROJECT MANAGEMENT

- Managed web development projects from inception to completion.
- Lead a team of 12 staff members on various projects for company merger.
- Worked with special content development teams to insure time sensitive information was handled appropriately and relayed to the proper channels.
- Managed web projects using the agile project management methodology

EMPLOYMENT HISTORY

2/14 – Present

AT&T (Sun Technologies - CONSULTANT)

ATLANTA, GEORGIA

Content Delivery Manager – Manage content updates for AT&T's business to consumer support website. Products supported in wireless, UVerse, Digital Life, and other product offerings. Duties include updating various content types (html, media files, pdf, images, etc) using the teamsite content management system for product releases and support updates, serving as a liaison between the development team and key stakeholders of the business, and ensuring Section 508 standards. Tools used are MS Office Suite, MS Visio, SharePoint, Teamsite, and other project management tools.

3/01 - Present

Rebound Interactive (FREELANCE)

ATLANTA, GEORGIA

Lead Developer/Owner - Consult, create, and maintain websites for small businesses. Other services include: website analysis, email marketing, online advertising, content creation and editing using editing standards for business writing, and SEO & SEM. Consulting service was started to service the smaller businesses with website design needs. List of clients include musicians, artists, writers and other small business owners in the Atlanta, and Chicago areas. Tools used include: Wordpress, Drupal, HTML, JavaScript, Photoshop, CSS, Dreamweaver, Adobe Acrobat, MS Visio, Jangomail, MS Project and Microsoft Office Suite.

6/13 – 10/13

Center for Disease Control (SciMetrika - CONSULTANT)

ATLANTA, GEORGIA

Web Project Coordinator / Manager – Manage web content and strategy for the CDC's Division of Community Health. Duties include creating and editing content, building and implementing content strategies, facilitating website updates, serving as a liaison between the development team and key stakeholders of the business, managing and analyzing web metrics, ensuring Section 508 compliance for websites, and serving as an administrator for SharePoint sites for the Division. Tools used are MS Office Suite, MS Project, MS Visio, SharePoint, Omniture SiteCatalyst, and other project management tools.

12/12 – 3/13

IBM Interactive (CDI Corp - CONSULTANT)

ATLANTA, GEORGIA

Content Strategist Lead – Develop the strategy for a major content migration project for a large global company. This project includes over 800 websites in several languages. Duties include auditing content, developing strategies, content management system evaluations of enterprise level systems (Adobe CQ5, SDL, Autonomy Teamsite, Documentum), consulting clients on various processes and procedures throughout the process, project management, and working with IT support staff to create automation scripts for content migration. Common tools used are Adobe CQ5, Autonomy Teamsite, MS Office Suite, MS Project, MS Visio, and other project management tools.

1/09 – 11/12

Center for Disease Control (Danya Intl - CONSULTANT)

ATLANTA, GEORGIA

Web Content Developer – Developed and maintained intranet sites for the Division of STD Prevention for the CDC. Duties included creating and maintaining 508 compliant sites, updating content, creating graphics, maintaining web metrics, site reporting, and web conferencing. Common tools used were MS Office Suite, SharePoint, CSS, HTML, SHTML, XML, RSS Feeds, Adobe Creative Suites, ACC Verify, Omniture SiteCatalyst, CommonLook, PowerTalk, and web content editing and writing skills.

10/08 – 1/09

IBM (CDI Corp - CONSULTANT)

ROSWELL, GEORGIA

Web Content Editor – Edited QA e-learning modules for grammatical, punctuation and spelling. Duties involved proofreading, using the Chicago Manual of Style guidelines to edit content, ensure 508 compliance, and provide quality assurance. Tools used include: Microsoft Office Suite, Lotus Notes, SCORM guidelines, MS Visio, and web content editing and writing skills.

5/08 - 10/08

WebMD (Iconma - CONSULTANT)

ATLANTA, GEORGIA

Web Content Developer - Developed and edited content for company landing pages and campaigns. Duties included editing content, coding pages using HTML, CSS, XSL, JavaScript and other web programming tools. Other duties included quality assurance, template development, and image creation and editing. Tools used included: HTML, Documentum, Pagebuilder, XSL, XHTML, CSS, JavaScript, Photoshop, Adobe Acrobat, and web content writing skills.

2/08 - 05/08

Georgia-Pacific (TekSystems - CONSULTANT)

ATLANTA, GEORGIA

Web Content Developer - Developed and edited content for corporate intranet site. Duties included editing content for grammatical errors, punctuation, and spelling, developing HTML, managing content, performing quality assurance checks, creating and maintaining templates, and developing naming conventions for file names. Tools used included: HTML, Vignette, CSS, JavaScript, Photoshop, and Dreamweaver.

8/07 - 11/07

Scientific Atlanta (YOH IT - CONSULTANT)

LAWRENCEVILLE, GEORGIA

Web Content Specialist – Migrated content from legacy products site into new company portal. Duties included writing and editing content, coding pages, updating media files, and performing quality assurance checks. Tools used included: HTML, Interwoven Teamsite, JavaScript, CSS, Dreamweaver, WebTrends, and web content editing and writing skills.

4/07 - 7/07

Center for Disease Control (TekSystems - CONSULTANT)

ATLANTA, GEORGIA

XML Content Editor – Automated Microsoft Word based research articles to XML format for RSS feeds to online medical journal. Duties included content editing, and XML development, and JavaScript development for script automation. Tools used included: XML, RSS Feeds, Dreamweaver, and Microsoft Office.

12/06 - 4/07

The Coca-Cola Company (Spherion IT - CONSULTANT)

ATLANTA, GEORGIA

Web Content Administrator - Developed global intranet portal for the company. Duties included content creation and editing, graphics creation, page layouts (mock ups), web analytics, managing media scheduling for articles, and client support. Tools used included: HTML, Flash, JavaScript, Photoshop, CSS, Stellent, SharePoint, FTP, WebTrends, and Microsoft Office.

3/06 - 10/06

Southern Company Services (Aquent - CONSULTANT)

ATLANTA, GEORGIA

System Analyst Sr. - Managed internal and external websites for parent company and subsidiaries. Duties included managing and maintaining web pages. Also developed wireframes for page layouts. Tools used included: HTML, Flash, JavaScript, Photoshop, CSS, ASP, XML, Interwoven Teamsite, FTP, Dreamweaver, Adobe Acrobat, and WebTrends.

5/05 - 3/06

SouthernLINC Wireless (Southern Company)

ATLANTA, GEORGIA

Interactive Marketing Specialist - Managed interactive marketing strategy for the company's corporate website. Duties included developing and maintaining internal and external sites, managing strategy media and interactive advertising campaigns, overseeing web projects, designing creative for web and print, managing internal communications, facilitating email marketing campaigns, and managing SharePoint portals. Projects worked on included corporate site redesign, online store enhancements, and the creation of a new web presence for the indirect and other third party distribution channels. Tools used included: HTML, Flash, XHTML, JavaScript, Photoshop, CSS, ASP, XML, Exact Target, Interwoven Teamsite, FTP, Homesite, Dreamweaver, WebTrends Reporting Tool, and Adobe Acrobat.

3/05 – 6/05

Interland (Insight Global - CONSULTANT)

ATLANTA, GEORGIA

Project /Content Coordinator – Lead web development projects and create content for client websites. Duties include, consulting clients for site specifications, working with development and design teams to build sites, manage the full lifecycle of the project, and edit and create content. Tools used include: HTML, XHTML, javascript, Photoshop, CSS, ASP, XML, Sitebuilder, FTP, Homesite, Dreamweaver, Adobe Acrobat, Sitebuilder, and internal content management systems.

3/05 – 4/05

SunTrust Bank (TekSystems - CONSULTANT)

ATLANTA, GEORGIA

HTML/Content Developer – Create and edit website pages for the company website re-design. Also edit web content for landing pages. Duties include, creating pages, editing content, and developing page layout. Tools used include: HTML, XML, ASP, javascript, Photoshop, CSS, Homesite, Dreamweaver, Adobe Acrobat, Interwoven, and Teamsite.

7/04 – 11/04

Cingular Wireless (Spherion - CONSULTANT)

ATLANTA, GEORGIA

Web Content Writer – Develop and publish content for both customers and employees, provide quality assurance for accuracy of information and grammatical structure, create and maintain content templates and authoring procedures, and build websites. Also created style guidelines designs for templates and helped implement better coding standards. Tools used include: HTML, javascript, Illustrator, Photoshop, CSS, SQL, Siebel, Dreamweaver, FrontPage, Adobe Acrobat, Serviceware, Vignette, other content management tools, and business and web content writing skills.

11/03 - 3/04

GE - Rail Services (The Creative Group - CONSULTANT)

CHICAGO, ILLINOIS

Marketing Communications Specialist - Serve as lead content developer for Communications department. Chief responsibilities include creating, managing, and maintaining content for intranet, internet, and plasma screens. Other required duties involved project management, maintaining information integrity, generating company-wide communications, designing websites for internal departments, interfacing with business leaders and managers, and developing & managing digital content for plasma screens. Tools used include: HTML, javascript server-side includes, CSS, Dreamweaver, Adobe Acrobat, Kintera, Interwoven, Teamsite, and business and web content writing skills.

8/03 - 11/03

National MS Society (VOLUNTEER)

CHICAGO, ILLINOIS

Communications Manager - Created and maintained websites for chapter programs, managed all web casts, coordinated chapter program's content for email based newsletters, worked with staff to develop targeted marketing plans, ensured that all program materials and communications adhere to verbal and visual brand management guidelines, developed collateral materials (e.g., chapter programs kits for Fundraising events) and presentations, and other external communications. Tools used include: HTML, javascript, Illustrator, Photoshop, CSS, Convio content management tool, and business and web content writing skills.

10/97 - 2/03

CD MERCHANTS

ATLANTA, GEORGIA

Assistant Manager - Managed daily operations of a retail music store. Duties included customer service, maintaining inventory, managing a staff of 3 employees, creating advertisements and sales promotions, purchasing new music, accounting, and manage website.

3/01 - 1/02

VERIZON WIRELESS (ADECCO - CONSULTANT)

ATLANTA, GEORGIA

Customer Support Rep - Provided support and customer assistance to agents and customers for cellular service. Duties included activations of cellular service, resolve billing issues, assist in programming of equipment, technical writing for web content for training (CBTs), and user manuals, troubleshoot application problems, investigate fraudulent activities, and assist customers with any issues to ensure customer satisfaction. Tools used included Microsoft office products, HTML, JavaScript, other internal systems such as (Netace, Eroes, Vision, Acss, InfoManager, etc), and intranet applications and email.

4/00 - 3/01

GENEX INTERACTIVE

ATLANTA, GEORGIA

Web Developer - Maintained and developed corporate and intranet sites in a team environment. Other duties included graphics work, technical writing, quality assurance, code editing, and corporate volunteer event planning and charity coordination. Developed and maintained internet site and helped build the intranet for the company. Tools used include HTML, DHTML, Photoshop, JavaScript, ASP, Dreamweaver, Homesite, Visual Interdev, CSS, Paintshop Pro, SQL Server, ETC.

7/99 - 4/00

UMSESTORE.COM (DIVISION OF FIRST DATA)

ATLANTA, GEORGIA

Lead E-commerce Developer/Consultant - Consult and develop e-commerce sites for small to medium businesses. Duties include create e-commerce sites, build and maintain product databases, market sites on various search engines and internet malls, setup or redirect DNS accounts, provide technical customer support, prospect new accounts, establish payment gateways, and service accounts. Tools used include HTML, Photoshop, JavaScript, ASP, CSS, Dreamweaver, Homesite, Paintshop Pro, etc.

8/97 - 4/99

MCI WORLDCOM

ATLANTA, GEORGIA

Web Development Specialist - Duties included Creating Intranet sites for MCI WorldCom's marketing department and sales force. Sites were primarily used for sales support for field reps and consultants. Duties included creating web applications and sites using HTML, CSS, JavaScript, ASP, Interwoven, Teamsite, and VB Script programming. Other duties included project management of special sites, technical writing and editing. Also provided site maintenance and technical assistance to on-line users concerning web design and coding, created on-line forms, provided light graphic design, and technical writing. Also wrote special Flash/Bali (Backweb's programming language), announcements to the field for product or industry updates.

3/96 - 8/97

MCI

ATLANTA, GEORGIA

Jr. System Administrator/Web Developer - Duties included developing, editing and Maintenance for intranet sites, application and database management, maintained web-based sales support data, created and maintained e-mail newsletters, wrote weekly industry related summaries, troubleshot applications and databases, assisted with inquiries related to products and services, created BackWeb infoflashes and managed BackWeb server, created training manuals for applications and services, and converted files to html.

EDUCATION

Columbia College, *Chicago, IL*

Concentration in Marketing and Computer Science.

TECHNICAL SKILLS

Programming tools: HTML5, CSS3, ASP, JavaScript, Flash, XML, SHTML

Other technical skills: Web content editing, content writing, knowledge management, content management system expert, web analytics analysis for user experience

Content Management Systems used: **Adobe CQ5**, Interwoven Teamsite, Convio, Vignette, Stellent, Documentum, Adobe Contribute, IBM ECM, Percussion, Sitecore

Software used: Omniture SiteCatalyst, SharePoint, Microsoft Office Suites, Adobe Web Suites, ColdFusion, MS Visio, PowerTalk, ACC Verify, CommonLook, Lexora, Snagit, etc