

## HIGHLIGHTS / QUALIFICATIONS

Dedicated and enthusiastic professional offering web design, development, management, maintenance, testing, and technical writing/research skills. Motivated self-starter and quick learner with proven ability to tackle challenges and provide creative solutions. Significant experience and strengths include:

- Web Design and Development
- Project Management and Document Change Management
- Technical Writing
- Web Server Administration (DNS, FTP, Web, SMTP, Security, Statistics)

## EDUCATION

### UNIVERSITY OF ARKANSAS: Little Rock, Arkansas 1996

M.A. in Technical Writing (Instructional and Information Design) - GPA 3.9

### UNIVERSITY OF NORTH CAROLINA: Wilmington, North Carolina 1993

B.A. in English, emphasis on Technical and Creative Writing

## PROFESSIONAL EXPERIENCE

### CRANFORD JOHNSON ROBINSON WOODS: Little Rock, Arkansas 2003-2005

Web Production

- Administered DNS for 125+ domains
- Managed IIS 6 (Web, FTP, Indexing) for 50+ Web sites
- Designed, developed, and implemented database-driven content and content management tools for multiple Web sites
- Wrote and tested instructions for Media Tool Manual and multiple Web site content management tools
- Deployed online banner ads to vendors for Arkansas Parks and Tourism campaigns
- Produced and distributed various e-newsletters
- Provided technical support to clients for Web, Email, and FTP
- Estimated time and budget for project development
- Managed WebStar (Web, FTP, Indexing)

### CRIMINAL JUSTICE INSTITUTE: Little Rock, Arkansas 2001-2002

Project Specialist

- Designed, developed, and implemented the Criminal Justice Institute (CJI) web site
- Researched and wrote technical documentation, including documents on information technology
- Added database-driven content to the Information Technology Initiatives: Justice Integration web site (<http://www.it.ojp.gov/>):
  - Revised the "What are the Standards?" section
  - Developed a web application (with search capability) that lists colleges and universities in the United States offering computer science and/or information technology programs
  - Created the "What Is Critical for Success? - State Profiles" section and image map

### ALLTEL INFORMATION SERVICES: Little Rock, Arkansas 1996-2001

Web Developer, 1999-2001

- Managed twenty (20) internal web sites for Emerging Application Development Project Team (Orion) and/or E-CORE, an e-business application
- Researched and implemented various web application software, including Statistics Server 5.0
- Designed, developed, and implemented Issues Database web application that was used by Orion team to track and generate various product development reports
- Designed and developed various wizards to illustrate Orion's core functionality
- Configured and managed Microsoft Internet Information Server 4.0 and Microsoft NT Server 4.0 on development and production web servers
- Installed and configured Rational ClearCase Server 4.0 and provided support to Orion team

Senior Technical Writer III/Web Developer, 1998-1999

- Managed root and Technical Library web sites for Emerging Application Development Team
- Conducted a comparative study of various internal web sites and their structure, design, usage, and coding
- Wrote online technical documentation for Orion functionality and ClearCase installation procedures
- Installed and configured Rational ClearCase Server 4.0 and provided support to Orion team

Technical Writer II, 1996-1998

- Mentored three technical writers new to Advanced Loan Systems (ALS)
- Wrote technical documentation for ALS
- Wrote procedures for the RSEC Tracking System (RTS), a comprehensive issues tracking database
- Created and implemented various organizational tools used by ALS writers, such as tracking methods, skills outline, and step-by-step daily tasks and functions
- Wrote procedures for new technical writers

**DIVISION OF SERVICES FOR THE BLIND (DSB): Little Rock, Arkansas 1994-1996**

Secretary II, 1995-1996

- Assisted with grant writing and development of state funding plan, and wrote support letters for grant proposals
- Developed and distributed first DSB Employee Handbook
- Compiled information on scholarship resources to be used by clients
- Compiled statistics and generated reports to track staff development using training database
- Coordinated supervisory training and managed records for staff development
- Served as information specialist for DSB staff statewide regarding procedures

Secretary I, 1994-1995

- Compiled statistics and generated reports for Vocational Rehabilitation Counselors
- Managed client and vendor files
- Performed bookkeeping and general administrative tasks

**TECHNOLOGY EXPERIENCE AND TRAINING**

**Certifications:** Network+

**Courses:** A+ Core and OS, Network+, Microsoft Windows 2000 Server

**Log Analyzers:** WebTrends Analysis Suite Advanced 7, Statistics Server 5

**Scripting Languages:** ASP, XML, JSP, JavaScript, SQL, HTML, VBScript

**Operating Systems:** Windows (all versions), Macintosh 9 and X

**Adobe:** Acrobat 5, PhotoShop 6, PageMaker 7

**Macromedia:** Dreamweaver Suite MX

**Microsoft:** Windows NT Server 4, Internet Information Server 5, SQL Server 7, Windows 2000, Office 2000, Office X, FrontPage 2000

**Rational:** ClearCase Server 4

**Miscellaneous:** UltraEdit 8, XML Spy 3, WebStar, QuickDNS Pro