

## **RHONDA K CLARK**

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### **SUMMARY OF SKILLS & TRAINING**

#### *Skills:*

- Web: HTML, CSS, PHP, JQUERY, Bootstrap & Responsive Design
- Programming: PHP, Javascript, DOS/Linux Scripting, MySQL
- Mobile Development: Progressive Web, iOS, Phone Gap
- CMS Technologies: WordPress, Concrete5, Moodle Development
- Video: Full Video Production, 5 yrs Experience with Live Video Streaming
- Digital: Web strategy knowledge to get results from websites

### **CURRENT EXPERIENCE & WORK HISTORY**

May 2015 – Current, The Potter's House of Dallas

#### **Web Designer/Developer**

- Work closely with marketing team and other internal departments to develop and maintain a network of websites for a major Faith-based organization.
- Develop websites based on digital Mockups presented by Graphic Artist & UI Designer.
- Develop web applications to solve business goals.
- Develop easy to use Custom WordPress Themes using WordPress Codex Standards
- Develop written policy and procedure for development projects
- Created a digital magazine solution, automated video publishing for live stream
- Publish digital video across various platforms, web, app and other video platforms
- App development, implementation and support
- Developed an interactive web portal for live and onDemand video streaming
- Custom development of user-friendly website themes and page templates
- Rearchitected websites into Multisite environment.
- Provided technology training to digital marketing staff and developers.

**Technologies and Tools:** WordPress, HTML, CSS, JavaScript, JQuery, PHP, Linux Server Scripting and Maintenance, GITLab, MAMP

October 2012 – May 2015, The Creative Group Dallas, TX  
**Contract Web Developer**

Worked on short-term and long-term website development projects for fortune 500 companies. Projects include:

- Developing a Training websites, content and portals for a NonProfit responsible for providing re-certification training to Medical professionals. These were hand coded in HTML, CSS, JavaScript and ColdFusion. Handled Migration of a WordPress training website which involved building and configuring the server.
- Develop Redesign of a bank website which required implementing technologies for the user to maintain the project once I left.
- Developed a network of 60 websites for a Medical Institution. Implemented 5-star rating system which pull physician ratings from another system. This system was integrated into WordPress.

06/2007-Current    FREELANCE – Web Designer/Developer Dallas, TX

**Web Designer/Developer:**

- Design and develop multimedia website projects.
- Website planning, testing
- Hand code HTML & CSS from scratch.
- Programming: PHP & JavaScript
- iPhone App Development using ObjectiveC & Xcode Interface Builder
- WordPress Installation & VPS Server Config/Maintenance
- Search engine optimization on/off page, web strategy, link-building
- Use PhotoShop for site Design & Mockup
- Custom Development: Convert PhotoShop Mockup to HTML & CSS
- Convert HTML & CSS to WordPress (Custom WordPress Theme Development)
- MySql Administration & Trouble-shooting
- Integrate WordPress with other web platforms
- Implement WordPress Security

**Portfolio Links:**

Personal Portfolio – <http://www.webdesignerindallas.net>

## **ADDITIONAL WORK EXPERIENCE**

11/1997-11/2006      Blue Cross Blue Shield of TX (HCSC)      Richardson, TX

*Summary of positions held at HCSC:*

### **2004-2006 Help Desk Supervisor**

Supervise 8-13 Employees: leadership, coaching, development, mentoring Oversee provision of technical support and resolution to various EDI system issues (Electronic Claims Transmission) Help users configure their systems to communicate with EDI system, troubleshooting, and educating users; Handled escalated customer issues; Develop written procedures and training manuals; Conduct training and team meetings; Manage & control workflow & daily operations, prepared reports; Conducted employee appraisals; interview & hiring.

*Achievements:* Implemented Quality Monitoring and a Help Desk Issue Tracking System.

### **2001-2004 Business Analyst & Liaison**

Work with Programmers, Vendors and Users in resolving system issues; Contract interpretation & translation to system specifications; Provide technical support (Power MHS); User Id management; Created written Policies & Procedures & documentation for the department; Web Content Management and design; Created online training and documentation; Database Maintenance; User documentation/Technical Writing; System testing & debug

*Achievements:* Developed Interactive Training Wrote scripts to automate work processes

### **1997-2001 Technical Specialist – Call Center Support**

Provide onsite and remote tech support to 4 locations: Software Install, system configurations, system implementation, Administration & Maintenance; Developed a Customer Service Intranet with online training, tutorials, and User Documentation; New Technology Implementation and User Training; maintenance and administration of departmental telecom systems. Programmed IVR and Lucent Custom Reports

*Achievements:*

Programmed Custom Reports saving company \$250/hr.

Created Online Training

### **1993–1997 Customer Service**

Customer Service (Insurance Claims) Provided customer support to insurance providers & customers; corrected claims errors; explained benefits; adjustment claims, research inquires.

## **EDUCATION**

- University Of Texas at Arlington – Summer 2009 – Summer 2010  
Interdisciplinary Studies: Web, Programming, Film
- Eastfield College – 1992-1998    Dallas, TX  
A.A., Computer Information Systems: Programming