

**RHONDA K CLARK**  
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## **SUMMARY OF SKILLS & TRAINING**

### *Technical:*

15+ years web design/development  
10+ years Technical Support & Business Analyst requiring support to customers  
10+ years system configuration; implement new technologies; trouble- shooting

### *Digital Skills:*

- Web: Javascript, HTML, CSS, PHP, JQUERY, Bootstrap & Responsive Design
- Programming: C++, Java, DOS/Linux Scripting
- Design: Photoshop, Flash, Some Actionscript, Some Illustrator
- Mobile: iPhone IOS development (2 Projects), Mobile Web Development
- Additional Web Technologies: WordPress, Concrete5, MSSQL, MYSQL, Joomla, Drupal, Moodle Development
- Video: Full Video Production, 4 yrs Experience with Live Video Streaming
- Marketing: Google Analytics, SEO, Keyword Research, Copywriting

## **CURRENT EXPERIENCE & WORK HISTORY**

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

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

- Design and develop multimedia website projects.
- Website planning, testing
- Web Marketing: Strategy. Organic SEO, Email Marketing, Keyword research.
- Hand code HTML & CSS from scratch.
- Programming: Modify PHP & JavaScript code for site maintenance, write simple and semi-complex scripts on my own,
- iPhone App Development
- WordPress Installation & VPS Server Config/Maintenance
- Search engine optimization on/off page, web strategy, link-building
- Use PhotoShop for site Design & Mockup
- Convert PhotoShop Mockups to HTML & CSS
- Convert HTML & CSS to WordPress (Custom 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  
B.S., Interdisciplinary Studies: Web, Programming, Film
- Eastfield College – 1992-1998      Dallas, TX  
A.A., Computer Information Systems: Programming