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SUMMARY

Demonstrated ability to manage a web content process (UI and UX), strong interpersonal skills, including ability to execute on simultaneous projects with tight deadlines. Excellent eye for detail, consistency and accuracy, proficiency with different programming languages, cross-browser compatibility and code optimization experience.

Looking for a position that marries the art of web design with the art of web programming, whether it be a UI or UX Designer, Web Project Manager, or Web Producer/Developer.

SPECIFIC SKILLS

Software:

Adobe Creative Suite (Photoshop, Illustrator, Dreamweaver) Microsoft Office Suite, Various Content Management Software (TeamSite, Confluence, Microsoft SharePoint, Adobe Experience Manager), Salesforce, Google Analytics, Adobe Analytics, Jira

Operating Systems and Platforms:

UNIX, Windows, PC and Mac

Languages: HTML, JavaScript, JQuery, XML, AJAX, XHTML, JSP, ASP, CSS, SQL, PHP, Bootstrap, JIVE Platform, JSON

WORK EXPERIENCE (All positions Contract unless specified otherwise) Portfolios and samples listed below.

1/2019 — PRESENT: Cisco Systems (Advantis Global, Contracting Company) San Jose, CA

Web Analyst/Content Developer, Cloud and Application Security– Cisco’s security metrics program changed quite significantly and work needed to be done on documentation, FAQ, and other Community pages as part of change management. This content will be used to help standard security measures for any cloud-based applications coming into Cisco's business environment.

- ❖ Assisted with process documentation and clean-up of content.
- ❖ Worked with the team to gather content updates and make necessary changes without direction.
- ❖ Provided a proposal of how to design & clean up existing and new information. Worked with stakeholders outside of the team to ensure content provided meets their needs. <http://www.swatdesignonline.com/gallerycisco2018.html>

2/2017 — 8/2018: Juniper Networks (Apex Systems, Contracting Company) San Jose, CA

Web Developer/Project Manager, Customer Services Support – Provided ongoing maintenance and updating of the Customer Support Center website. These activities include building and launching pages, re-ordering portions of the website, and retiring/deprecating pages and properties as needed. <https://www.juniper.net/customers/support/>

- ❖ Monitored web content, fixed bugs, worked with designers/developers to update/ add new features/functions
- ❖ Worked with New Product Introduction team (software and hardware) to implement updates, maintained NPI Calendar
- ❖ Monitored customer feedback to ensure that the website is functioning as expected
- ❖ Monitored and analyze site metrics for content experience and overall site performance (Adobe Analytics)
- ❖ Focused on achieving business goals through an effective and engaging user experience

9/2016 — 11/2016: Symantec (*Mondo Employment Agency*) Mountain View, CA

Web Producer, Acquisitions – Worked in an agile team to assist with performing daily maintenance and content changes on internal and customer facing web pages for Symantec Products. Managed multiple global projects on an ongoing basis. Worked in a large enterprise, content management system in an agile/scrumb environment.

- ❖ Maintained web content using content management systems (Adobe Experience Manager)
- ❖ Updated online web pages, marketing collateral, and links, and created custom web pages to support marketing themes
- ❖ Assisted with global production coordination and analyzing and processing requests in an Agile team

5/2011 — 6/2016: Cisco Systems (*Bay Area TechWorkers Contracting Company*) San Jose, CA

Web Developer/Designer, Americas Services Field Marketing – Designed and developed Cisco internal websites and projects. Work with the /UI designers and backend component developers to bridge the gap between graphical design and technical implementation. Provided web and graphics design support for the Americas Services and GCS (Global Customer Success) Organization and the transition of our organization to new platforms and tools. **Samples:** <http://www.swatdesignonline.com/gallerycisco.html>

- ❖ Designed and implemented multiple Internal websites. Platforms include WebEx Social, JIVE, and CEC
- ❖ Managed/implemented changes involving requests from executive communications for Americas Services (Enterprise, Canada, Commercial, Partner Sales, Public Sector, Service Provider, and Latin America Theater Segments)
- ❖ Monitored, measured and reported online web analytics to improve traffic with analytic tools
- ❖ Created graphics, banners, and upgrades to new Cisco Enterprise templates on all pages
- ❖ Assisted executive communications with Enterprise news tool and email newsletter templates

7/2010 — 5/2011: Cisco Systems (*PrideVel Contracting Company*) San Jose, CA

Webmaster, Telepresence Business Unit – Helped create new internal websites aimed at providing field and partners with necessary information and news regarding **TelePresence** products and services

- ❖ Designed, implemented, and managed the TelePresence Business Unit website
- ❖ Updated SQL Database as needed

11/2008 — 7/2010: Cisco Systems (*Aap3 Contracting Company*) San Jose, CA

Web Analyst/Developer Various Allocated Accounts – Managed/analyzed intranet web projects and coordinated between the client and Key stakeholders. **Samples:** <http://www.swatdesignonline.com/gallerycisco.html>

- ❖ Carried out analysis work, researched, reported, evaluated and recommended solutions for clients on their web development needs, including web development, design, and quality assurance and user acceptance testing

10/2006 — 9/2008: Axiom Digital, San Mateo, CA

Email Producer/Web Content Specialist–Implemented high quality text and HTML emails for leading business-to-consumer and business-to-business companies (Sun Microsystems, Intuit, HP) in a team environment

- ❖ Integrated text and HTML e-mails incorporating DHTML/XML
- ❖ Coordinated e-mail content and change requests with account team and clients, including quality assurance
- ❖ Acted as HTML and e-mail package expert for clients and account team
- ❖ Participated on cross-functional teams to develop new products, tools and procedures

EDUCATION and CERTIFICATIONS

01/2019 Online Communication Media Skills Certification, ExpertRating, Online

Transcript: <https://www.expertrating.com/reports/transcript.aspx?transcriptid=3604817>

11/2018 Diploma in Digital Marketing, Shaw Academy, Online

Diploma: [https://www.proprofs.com/quiz-](https://www.proprofs.com/quiz-school/certificate/certificate.php?id=188541017&qid=1608397&uname=Michelle%20Reynolds&uname=Michelle%20Reynolds)

[school/certificate/certificate.php?id=188541017&qid=1608397&uname=Michelle%20Reynolds&uname=Michelle%20Reynolds](https://www.proprofs.com/quiz-school/certificate/certificate.php?id=188541017&qid=1608397&uname=Michelle%20Reynolds&uname=Michelle%20Reynolds)

11/2018 Social Media Marketing for Business Certification, ExpertRating, Online

Transcript: <http://www.expertrating.com/reports/transcript.aspx?transcriptid=3574379>

11/2018 Fundamentals of Digital Marketing Course, Simplilearn, Online

Certificate: <https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Ascds%3AUS%3A4c996d96-97fc-4473-b312-9248fda4abaa>

10/2018 Complete Data Scientist Cert. Training Bundle (Big Data & Hadoop, Business Analytics, Python, CS- Tableau) Certs-School, Online

10/2018 Complete SQL Database Training, SkillSuccess, Online

Certificate: <https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Ascds%3AUS%3A9b863476-5641-4122-9409-276b18aacd59>

10/2018 Full Stack Web Development Suite Course, Simplilearn, Online

10/2018 SEO (Search Engine Optimization) Certification, ExpertRating, Online

Transcript: <http://www.expertrating.com/reports/transcript.aspx?transcriptid=3560092>

9/2018 Life Coach Certification, ExpertRating, Online

Transcript: <http://www.expertrating.com/reports/transcript.aspx?transcriptid=3561165>

B.A. Degree, Fine Arts, Notre Dame de Namur University, Belmont, CA

1991 — 2004 Ongoing courses in web publishing and Technical writing (Foothill College and DeAnza College)

PORTFOLIO and SAMPLES

<https://www.juniper.net/customers/support/> | <http://www.swatdesignonline.com/swatgallery.html> | <http://www.swatdesignonline.com>

OTHER

8/2018: DEVs FX TV Series Extra, Santa Cruz, CA

FX has also ordered the limited series **Devs** from award-winning writer and director Alex Garland (**Ex Machina**). In **Devs**, a young computer engineer, Lily Chan (Mizuno), investigates the secretive development division of her employer, Amaya a cutting-edge tech company based in San Francisco, who she believes are behind the murder of her boyfriend.

<https://deadline.com/2018/08/fx-picks-up-tech-thriller-devs-to-series-sonoya-mizuno-nick-offerman-to-lead-cast-tca-1202439548/>

6/2006 — 6/2008: Stanford School of Medicine, Stanford, CA Web Programmer

2/2002 — 10/2005: Hyatt Regency, Burlingame, CA Asst. Director of the Security Department

2/2001 — 10/2001: Sun Microsystems, Inc. Palo Alto, CA Web Content Developer/HTML Production Specialist

2000 — Present: SWAT Web Design: SF Bay Area Freelance web design, redesign, photography, logo creation—

<http://www.swatdesignonline.com>

VOLUNTEER

2015 — 2016: IHSS (In Home Support Services), Santa Cruz County CA Assisting part time with helping disabled veterans

2011: Cisco Citizen (Volunteer Group), San Jose CA Volunteer Work at elementary School in San Jose

2005 — 2014: American Cancer Society, Burlingame, CA, SSF CA Volunteer Committee Member and Online Chair for the "Relay for Life" online fundraising. Managed the online email campaigns, and managed/updated event information available on the website.

2005 — 2013: Glide Memorial Church, San Francisco, CA Volunteer Server, holiday dinner meals