

# John Doe

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## SKILLS

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- **Design:** User interface, user journey and process flow, wireframing, prototyping, user testing for design iteration, digital audio/video production, print design and production, front-end web development
- **Web Technologies:** HTML, CSS, JavaScript, jQuery/jQuery Mobile, Bootstrap, PHP, WordPress, SQL
- **Software:** Atlassian Suite, Adobe Creative Cloud, Basecamp, Workfront, Final Cut Pro, MS Visio, Mac OmniGraffle, Lucid Chart, Balsamiq, Tumult Hype, Axure Pro, SQL Server Management Studio, Google Docs
- **IT Business Process:** Service Organization Control (SOC) 2, Agile Software Development

## PROFESSIONAL EXPERIENCE

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Centene Corporation Bethesda, MD 01/20XX – 06/20XX

### Director, Information Technology

- Led IT teams supporting mission critical automated PII/PHI member data file delivery assurance at a scale of roughly 5,000 inbound/outbound files per month
- Managed issue triage and escalation for member portal through Workfront and JIRA in collaboration with a rapid response software development team
- Oversaw monitoring, issue response, and communication for enterprise systems including planned changes, unplanned outages, change regression, and member reported SOC production incidents

LiveHealthier Bethesda, MD 01/20XX – 12/20XX

### Director, Technical Operations

- Revamped employee hiring process and increased business strategies and employment to nearly 200+ employees prior to buy out by Centene Corporation in 2015
- Built a team of web producers to develop digital interactive content, configure company's software products, and manage vendor data integration with company's proprietary health and wellness member platform
- Participated in the development of new products and administrative functionality using an Agile framework, authoring functional requirements, performing user acceptance testing, and configuring products to meet customer requirements in production

Direct Response Web Solutions DeKalb, IL 10/20XX-12/20XX

### Creative Director

- Provided full-scale web development, client relationship management, project management, website documentation, corporate identity and UI design, content design and development, collateral design
- Managing customer social networks, web hosting and DNS management, SEO, CMS training and use
- Supported the business development process including travel to assist customers, staffing trade shows, hiring and managing new staff, and providing creative direction for the organization

## EDUCATION

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The University of Baltimore Baltimore, MD Expected Graduation: 12/20XX

### Master of Fine Arts, Integrated Design

**Master's Thesis:** "Moderation. Reciprocity. Equality. Civility. Designing a Voluntary Association for Effective Online Political Discourse"- designing a mobile application that will moderate human behavior in political discussion

The Illinois Institute of Art Chicago, IL

### Bachelor of Fine Arts, Interactive Media Design

05/20XX