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|  | **tRACEY wILLIAMS U.S. Army Veteran**  **2822 NORTH RED BIRCH CIRCLE, HOUSTON, TX 77038  | TRACEYEW@GMAIL.COM  | (281)928-9453** |
| Objective | Innovative and solutions-focused Web Developer with more than 19 years in web design and web administration. |
| Skills & Abilities | **Languages:**   HTML5, CSS, JavaScript, Jquery, Twitter-Bootstrap, Wordpress, MySQL, PHP  **Software:**  MS Visual Studio2010, Microsoft Office 2013, Microsoft Project,  Fantastico (Web Hosting Software), Cpanel (Hosting Software), Mozilla Thunderbird, Subrion CMS, PayPal merchant services, OpenCart, Joomla CMS.  **Systems:**  Windows (95, 98, 2000, NT, XP, Windows7, Window8), Windows *Server (2000, 2003, 2008, 2012), Ubuntu10.04* |
| Experience | **Web developer** gemcom – Houston, txJanuary 2014 – present **Lead designer and developer for web sites and promotional media for small businesses. Utilized contemporary design to create concise web sites for specific client needs. Site creation included use of CSS, HTML, JavaScript, MySQL, PHP, Twitter-Bootstrap, J Query and online payment features, and form processing. Created and assembled web graphics, including logos and advertisements. Designed email blasts, performed SEO & web analytics and newsletters for site launches and event announcements.** **Web developer/manager (Contract - 1YR)**Hewlett-Packard Company – Houston, txNovember 2012– November 2013 Oversee critical software release processes and support test sites in multiple geographical locations to enable on-time PC GBU CMIT product delivery. Responsible for troubleshooting common and complex problems effectively, working with various teams to identify and implement a solution, and clearly communicating both verbally and written. Develop a detailed understanding of business procedures and propose process improvements. Tools used while serving as Project Manager: Microsoft SQL Server2012, ADO.Net, Visual C#, MS-Project, and Microsoft Visual Studio 2012. **web administrator (Contract - 1YR)**EWaste collections – Irving, txoctober 2011 – october 2012 Primary technical contact for critical issues for a Dell system applications used for opportunity management and IT forecasting. Served as lead over team of six analysts located in other cities. Tasks included resolving technical failures in a timely manner, automating application monitoring tools, and providing technical expertise for application upgrades. Design & Installed MS SQL Server on the organized computer network system. Compile & assemble within the new database system. Prepared technical training and process documentation for team, to aid with day-to-day support issues. In-depth knowledge of Dell systems, SQL databases, and Windows server’s products required. **IT Manager**Sprint nextel – shreveport, laJune 2010 – july 2011 Led staff of more than 15 Technical Support Representatives. Ensured group exceeded all monthly target goals and complied with all polices. Monitored calls for quality purposes and coached employees on ways to improve the quality of calls. Assisted Representatives in finding a suitable solution to resolve customer issues **chief information officeR**Grra – Greensboro, NCJuly 2006 – April 2010 Primary technical contact for critical issues for a Dell system applications used for opportunity management and IT forecasting. Served as lead over team of six analysts located in other cities. Tasks included resolving technical failures in a timely manner, automating application monitoring tools, and providing technical expertise for application upgrades. Design & Installed MS SQL Server on the organized computer network system. Compile & assemble within the new database system. Prepared technical training and process documentation for team, to aid with day-to-day support issues. In-depth knowledge of Dell systems, SQL databases, and Windows server’s products required. **Windows server administrator**Bellsouth corporation – Greensboro, NCJuly 2000– April 2006 Performed software and server support for an IBM Internal web site for the Southeastern region collection centers. Assisted with critical system outages, software upgrades, and capacity planning. Coordinated with business executives, software experts, help desks, and data source teams in a 24x6 availability environment. Support tasks involved work with Windows 2000 & 2003, SQL Server, and MS Exchange **AVIONICS**U.S. Army–multiple locationsJune 1990 – june 2000 |
| Education | **High point university,** high point, ncbs – management information systems/computer information systems Graduated May 2006 |
| Leadership | Secretary of Phi Beta Sigma (Alpha Xi Sigma Chapter) 2008 -2010 |