Charlene Kaye
cpkaye24@gmail.com

Summary	Web Designer experienced in documenting, developing, maintaining, supporting, and testing software applications in the branch automation and e-Learning industries. Additional strengths include writing and editing, software testing, research and analysis, and communication.

Technical Experience

Web Development:	Adobe Dreamweaver CS5, HTML, CSS, PHP, Joomla, WordPress
Help Authoring:	Adobe RoboHelp
Multimedia:	Adobe Flash Professional CS5, Adobe After Effects CS5
Graphics:	Adobe Fireworks CS5, Adobe PhotoShop CS5, Adobe Illustrator CS5, Adobe InDesign CS5, SnagIT
Desktop Applications:	Microsoft Office 2007 (Word, Excel, PowerPoint, Access) Adobe Acrobat 9
Defect Trackers:	Remedy, PVCS Tracker
Languages:	CAPS, COBOL, Natural, Pascal

Professional Development

Web Design Program Certificate	PTEC	2012
Essentials of Adobe RoboHelp 7 HTML	Iconlogic	2008
Essentials of Adobe Captivate 3	Iconlogic	2008
ASTD Test Design & Delivery Certificate	ACT	2008

Professional Experience

cpkaye web design   **2011 – present**
Freelance Web Designer

- Design, develop and/or maintain websites and site graphics for small businesses and non-profits.
- Create semi-working mockups for a variety of websites using HTML, CSS, Adobe Illustrator and Adobe Photoshop.
- Maintain technical knowledge by attending web design workshops, reading publications, and learning how to incorporate current web design trends.
- Meet and communicate with current and potential clients to determine client needs for small business/non-profit websites.
- Working knowledge of installing/configuring client domains on a host server, setting up email addresses and FTP clients.
- Currently gaining/enhancing knowledge in Google Analytics, Responsive Design, and WordPress.
- Freelance work with Strategic Media, Inc.

Strategic Media, Inc., Clearwater FL   **2011 – 2012**
Web Design Intern / Independent Contractor

- Researched and authored SEO-friendly, keyword-rich content for a variety of topics for client websites.
- Created promotional flyers for clients using Photoshop and Adobe Illustrator.
- Created, modified, and updated client websites.
- Installed and configured Joomla/WordPress templates, extensions and plugins as needed.

Professional Experience
(continued)

Robert Half Technology, Tampa FL   **2010**
Technical Writer at Ceelox, Inc. (2-month contract)
- Designed and crafted a user guide for the upcoming release of proprietary Windows 7-compatible biometric security software.
- Created a user-friendly step-by-step quick start guide aimed at getting new users up-and-running as quick as possible.
- Designed and developed online help files for the Windows 7 version of their proprietary software (authoring tool: RoboHelp 7).

The Nielsen Company, Oldsmar FL   **2006 – 2009**
Senior SQA Analyst / Knowledge Base Writer
- Designed and wrote standards, processes, procedures, and best practices for e-Learning staff through the enhancement and maintenance of the corporate-wide e-Learning knowledge base, adhering to the Chicago Manual of Style (Authoring Tool: RoboHelp).
- Created and edited short, step-by-step lists using Microsoft Word to assist instructional designers with issues regarding Remedy features and functions, departmental styles and standards, along with spelling and grammar rules, all of which were later integrated into the knowledge base.
- Created a simple step-by-step guide using Microsoft Word for creating quizzes in ToolBook Instructor.
- Ensured that content and terminology were consistent across all written materials.

Nielsen Media Research, Oldsmar FL   **2001 – 2006**
Senior SQA Analyst
- Developed and enhanced the processes and procedures for QA-ing web-based tutorials.
- Supervised the testing and verification phases of the QA process as applied to web-based tutorials.
- Recommended various enhancements for the defect-tracking tool to the *Remedy* team that increased end-user efficiency and user-friendliness of the application.
- Proposed ideas and suggestions to Instructional Designers during various stages of the design process which were incorporated into the tutorial content.

SAIC/The Broadway & Seymour Group, Charlotte NC   **2000 – 2001**
Software QA Tester
- Designed and developed over 200 test scripts based on the functional specification documents for the web-based *Touch*Point (customer relationship management and teller transaction) applications.
- Collaborated with developers and business analysts in the design and testing phases of the *Touch*Point products.
- Proposed enhancements that increased end-user efficiency and user-friendliness of the CRM and Teller products.

Alydaar, Inc., Charlotte NC   **1998 – 1999**
Programmer / Analyst
- Analyzed client code for dangerous operations.
- Detected, remediated, and verified date-sensitive Y2K issues.

Education

Cert	Web Design	Pinellas Technical Education Center	Clearwater FL
B.S	Computer Science	University of Central Florida	Orlando FL
A.A.	Liberal Studies	St. Petersburg Jr. College	Clearwater FL