

Travis Mathews

IT Support - Web Developer

// Profile

Name
Travis Mathews

Address
431 East State Street
Trenton, OH 45067

Phone
1-513-393-1397

Email
travis@travisadamstudios.com

Website
www.travisadamstudios.com

// Achievements

Academic
Dean's List 2011 - 2014

Vice President of the Business Professionals of America

2nd Place Directors Award for outstanding productions in Web and Interactive projects

Practical
Recorded training videos and interactive modules

Optimized client quoting resulting in production times being cut in half

Created a database for "Serve City Chosen" allowing them to track attendees for proper funding

Licensed insurance agent for Life and Health lines in the state of Ohio

// Experience

2014 - DATE Technical Support Atos

- **Level 1 Technical Support**
 - Provide technical troubleshooting via phone support
 - Adhere to account specific quality guidelines
 - Trained new hires in ticketing and troubleshooting
 - Created, Edited, and Voiced training videos
- **Continuous Improvement Assistant**
 - Manage sharepoint site permissions and special consideration page
 - Provide classroom and hands on training for new account transition
 - Assisted in testing and maintaining knowledge base articles

2013 - DATE Web Developer Freelance

- **Wonkey Willow Friends**
 - Managed project from conception through design and development
 - Integrated PHP shopping cart into custom site design
 - Coded responsive media queries for mobile friendly UX
 - Implemented SEO strategies into cart for search engine visibility
 - Created fun and inviting site theme using advanced CSS3
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// Education

2011 - 2014 Associate of Applied Science - Electronic Media Technology University of Cincinnati

2004 - 2006 Computer Information Systems D. Russel Lee Vocational School

// Skills

Microsoft Office	●●●●●●	Dreamweaver	●●●●●●
Windows	●●●●●●	HTML5	●●●●●●
Mac OS	●●●●●●	CSS3	●●●●●●
Outlook	●●●●●●	jQuery	●●●●●●
Photoshop	●●●●●●	PHP	●●●●●●
Illustrator	●●●●●●	SEM/ SEO	●●●●●●

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// Experience - Continued

2013 - DATE Web Developer Freelance

- **Big Daddy BBQ**

- Developed the front end functionality and design
- Liaisoned with clients for content and design decisions
- Demonstrated semantic use of HTML5

2013 - 2014 Office Manager Safe Money America

- Integrated new e-mail system for better record keeping
- Installed hardware upgrades and served as technical support
- Illustrated presentations and financial concepts

2013 - 2013 Graphic Designer Grexen (Contract)

- Assembled before and after success photos
- Created account billables invoice statements for clients

2012 - 2013 Photographer PictureMe Studios

- Led the location in number of appointments booked

2008 - 2010 Benefit Assistant Lang Financial Group

- Improved client quoting time, accuracy, and efficiency
- Designed reports demonstrating benefit options
- Assembled benefit books for clients