

# **NATHAN**

# Goodfellow

## **MULTIMEDIA PRODUCER**

Creative, and detail-oriented professional with over fifteen years of technical experience. Provides high-level design, development, and support. Able to manage complex projects that require collaboration, leadership, and organization. Understands complex architecture, and detail design. Excels both independently and as part of a collaborative team.

### **AREAS OF EXPERTISE**

Media Production • Website Design • Project Management • Content Development • Programming • Marketing • SEO / SEM • Network / Server Management • Technical Support • Troubleshooting / Testing • 360 Photography & Videography • Video Mixing & Editing • Lighting & DMX Programming

### **EMPLOYMENT HISTORY**

**Texas Workforce Commission, Austin, TX**

**June 2018 - Present**

***Web Administrator III***

Manages a Drupal based web environment. Verify and deploy updates as requested. Monitor logs and systems. Develop, test and deploy updates.

**Q2eBanking, Austin, TX**

**Dec 2015 – June 2017**

***Application Support Analyst III***

As first line technical support I developed and maintained effective ongoing relationships with customers by providing accurate investigation and troubleshooting.

- Accurately document case information into a Salesforce system.
- Author SQL queries and reports based on investigating issues or customer reporting requests.
- Troubleshoot broken processes, pull logs, and update code as needed.
- Mitigate priority issues.
- Share knowledge and training with other team members.

**Zeecon High-Speed Internet, Marble Falls, TX**

**Aug 2013 – Nov 2015**

***General Technologist***

Directly involved in the development and implementation of key business functions, including digital and print marketing collateral, customer service, technical support, troubleshooting, advertising, and web design. Expediently identify and resolve customer billing, service, disconnection, and technical issues.

- Designed and launched company website and created all associated website content; implemented coverage area map utilizing Google maps API, and created real-time network status update display.
- Streamlined the customer support process through the implementation of automated systems.
- Spearheaded the development of Every Door Direct Mailers, brochures, and email marketing templates.
- Utilized SEO to advertise new services and solutions targeting specific coverage areas.

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## **CERTIFICATIONS**

- **Remote Pilot** - Department of Transportation - Federal Aviation Administration
- **Cyber Security Source Code Defender (CSCD)** - Cyber Security Think Tank- Social 27
- **Project Management – Lean Process Certified** - Management & Strategy Institute
- **Strategic Organizational Leadership** - Management & Strategy Institute

## **TECHNICAL SKILLS**

Project Management, Marketing, SEO/ SEM, Networking, Server Management, Wordpress, Joomla, Drupal, Magento, Prestashop, Platypus, Salesforce, AppDynamics, Jira, Git, NetSuite, Stone Edge, Python , iMacros, HTML & CSS, Javascript, JQuery, PHP, AngularJS, Command Line, SQL, Java, GIT

## **REFERENCES**

Available upon request.