

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

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

EMPLOYMENT HISTORY

Texas Workforce Commission, Austin, TX

June 2018 - Present

Web Administrator III

Performs highly complex (senior-level) Web design and development work. Work involves coordinating Web environment design, deployment, and maintenance activities. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

- Develop, design, format, program, code, produce and publish Web pages for TWC sites.
- Interact with customers, staff and management to create and publish requested files/information.
- Follow agency internet and intranet production procedures, guidelines, publishing standards.
- Test files on browsers and platforms for accuracy, functionality, accessibility and compatibility.
- Proof and correct files to ensure accuracy and prioritize assignments to meet requested deadlines and timely delivery.
- Manage multiple priorities and escalate as necessary for resolution.
- Analyzes Web content and recommends changes to make content accessible and remediates accessibility issues.

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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.

REFERENCES

Available upon request.