Webmaster

Computer Technologies Consultants, Inc. - Glenn Dale, MD (2003 - Present)
Webmaster – U.S. Department of State (IIP-ECA-/IT/AP)

Objective:
Working with client to update content, help upgrade software, and trouble shoot issues for one of the U.S. Department of States information portal sites.

System Support Analyst related work to help the Project Manager meet project needs:
  Drafting policy change amendments to the Capability Maturity Model (CMM) process to accommodate project deliverables and facilitate appropriate project and site maintance time frames with in the CMM frame work.
  Drafting Software Change Requests (SCRs) on behalf of the client where requirements for the software change, expected benefit of the change, and change process are documented.
  Working with the Project manager following a strict process which requires tracking SCRs with an internal Ticketing system I assigned specific tasks to other team members.
  Drafting Project Test Plans for the Bureaus tester so they are familiar with the process and have a blue print of the affected changes they are testing.
  Interacting with the Software Developer to create a project plan and timetables for SCRs and the processes that affect them. Coordinating Project Plan and deliverables with the Project Manager. Following up with the daily mechanics of the SCR/CMM model process.
  Testing new software changes developed by project Software Engineers
  Interacting with various on site project managers to initiate and manage policy amendments to the CMM process to allow for the project deadlines, definition of workflow and execution of content management of the portal to meet the clients needs.
  Interacting with on site testers and project managers following the CMM process to arrange testing and deployment of software changes for the portal site

WebTrends Reporting Analyst related work to meet clients needs for website analytic reporting:
  Building out specified profiles in WebTrends to generate PDF or Excel reports from client requirements and update profiles as needed.
  Modify the formatting of PDF or Excel Webtrends reports as needed by client based on requirements.
  Research Web Analytics products for the client by discovering limitations with current applications, software versions and possible recommendations for pursuing other similar proprietary software to achieve faster and more thorough results.

Web Master related work to maintain site functionality and CMS services for daily site updates:
  Utilization of HTML, FTP and the use of the portals CMS for daily updates to the site.
  Interaction with various agency staff to acquire critical resources to accomplish daily tasks, guidance on policy and procedures, and insight for project growth.
  Attending meetings to discuss product enhancements and project updates.
  Work with client to achieve desired layout affect of content.
  Mastery and instruction of portal CMS.
  User and Admin support for operation of portal and CMS tools
  Weekly reporting to keep the Project Manager up to date on deliverables, issues and accomplishments.