

# CATHERINE HALL

Tacoma WA -- gritcitywebdesign.com  
253/200-0450

Looking for opportunities in web design, SEO, social media, application support, technical writing/instruction, and/or marketing. I worked in the tech industry, supporting and maintaining complex applications and hardware, from large systems to end-to-end banking solutions. I am well versed with working as part of a team and collaborating with customers/clients. Successfully working virtual office for twenty years proves my abilities to remain focused and meet deadlines.

## SKILLS

- Adobe Creative Cloud Applications
- SEO
- HTML5, PHP, CSS3, Bootstrap
- UNIX, Linux, Windows Administration
- WordPress
- Customer Service
- Social Media
- PHP and JavaScript
- Statistical Reporting and Analytics
- Customer Relations
- Microsoft Office Suite Administration
- Application Support

## EXPERIENCE

SEP 2017 – JAN 2017 (CONTRACT)

**WEB DESIGNER**, FOUNDERS CHOICE CABINETRY+COUNTERTOPS

Effected complete redesign and relaunch of main company website

Managed company social media

Handled company SEO

Assisted with other marketing tasks, such as creation of sales materials

<https://founderschoicecabinetry.com/slabs.today/index.html>

JUN 2017 – SEP 2017 (CONTRACT)

**LMS (CANVAS) SPECIALIST**, BATES TECHNICAL COLLEGE

Provided technical and practical system support for faculty and students

Designed and prepared instruction presentations for new LMS system functionalities

Maintained e-Learning Departmental web pages

Created and coded new content for e-Learning Departmental web pages

MAR 1998 – FEB 2015

**TECHNICAL ACCOUNT MANAGER**, NCR CORP.

Post-sales application account support for large bank customers – Windows and UNIX based

Developed and maintained Support Delivery Plans that captured situation and analysis for application health improvement

Managed the delivery and follow-up of proactive support designed to reduce reactive support cases and costs

Drove corrective actions to improve platform stability

Provided specification documentation, statistical analysis, analytics, and reports to illustrate trends  
Integral in all phases of development cycle, representing the customer and their specifications  
Served as the customer advocate within NCR and drove customer-centric product and process improvement  
Used the Atlassian JIRA application for version control in a multi-developer environment

## **EDUCATION**

GRADUATED MAR 2017  
**AAS WEB, DIGITAL/MULTIMEDIA, INFORMATION RESOURCES DESIGN, BATES**  
TECHNICAL COLLEGE  
GPA 4.0  
PHI THETA KAPPA (National Honor Society)

## **ACTIVITIES**

Art and artistic pursuits, such as drawing, watercolors, and photography.  
Vocal music  
Volunteer – Board Member Skyline Montessori