

Kelli Sibert

820 Parkway Road
Union City, GA 30291

770-630-8264 (cell)
kelli.sibert@gmail.com

SUMMARY

- Advanced Knowledge of XHTML (standards compliance and basic accessibility)
- Intermediate knowledge of Cascading Style Sheets (CSS), Macromedia Dreamweaver, Macromedia Fireworks, Adobe Photoshop, Adobe Illustrator, and Microsoft Office
- Fair knowledge of Flash, JavaScript and PHP
- Effectively manage multiple tasks concurrently, adapting easily to new projects, teams, systems and technologies
- Efficient and accurate time management and project estimation
- Strong team player, adept at working with clients, colleagues and management to produce innovative solutions

TECHNICAL SKILLS

Adobe ImageReady	2 years	Macromedia Flash	4 years
Adobe Photoshop	3 years	HTML/XHTML	8 years
Adobe Illustrator	2 years	CSS	5 years
Macromedia Fireworks	3 years	JavaScript	3 years
Macromedia Dreamweaver	5 years	PHP	1 year
Microsoft Office	10 years	MySQL	1 year

WORK EXPERIENCE

Freelance Web Designer/Webmaster

04/2002 - Present

- Planning, design and implementation of Web sites
- Collaborate with and receive input from clients regarding site updates
- Code XHTML and CSS
- Effective use of CSS for text styling and positioning
- Graphical User Interface (GUI) design using Photoshop
- Optimize images for efficient web use using Photoshop and Fireworks
- Integrate e-mail marketing solution (MailChimp) with appropriate branding
- Set up and integrate eCommerce solution (PayPal)
- Test sites with multiple browsers and operating systems to ensure the best compatibility possible
- Edit and proofread site copy as necessary
- Basic Flash development
- Basic use of PHP, JavaScript

Portfolio – <http://www.kellisibert.com>

Web.com (formerly Interland)

02/2005-Present

Atlanta, GA

Quality Assurance Analyst

Ensure optimum site quality prior to delivery to clients

- Test all newly developed and modified Web sites and/or related software
 - Identify and adjust minor design anomalies, if any
 - Ensure design compatibility with online SiteBuilder tool
 - Identify browser compatibility issues (IE, Firefox, Safari) and refer to the development team for correction
 - Identify and correct spelling and grammatical errors in site copy
 - Work closely with Project Coordinators and Web Designers to resolve any inconsistencies between the site developed and the site the customer requested
- Use tracking system to record, prioritize and communicate issues to developers and management as necessary
- Assist designers with site revisions or other needs as requested by management
 - Design Web sites using Photoshop for blueprint creation, HTML for front-end scripting, and Web.com's own WYSIWYG editor, SiteBuilder™ along with CSS for page conformity and navigational styles

OTHER WORK EXPERIENCE

Cingular Wireless

10/2004 – 02/2005

Atlanta, GA

Data Specialist/Analyst III

Provide advanced product support and customer service for clients using data devices (Blackberrys, SmartPhones, PC Cards)

- Identify, diagnose and resolve client questions and problems with Cingular Wireless' data product offerings
- Train clients on proper device/feature usage and set up
- Ensure correct provisioning of customer accounts
- Receive and process trouble tickets escalated from Tier II technical support

Sage Software, Small Business Division

06/2001 – 09/2004

Norcross, GA

Technical Support Analyst

Provide comprehensive support to clients of an accounting, e-commerce and business management products/services company, including development of new releases and troubleshooting software issues

- Identify, diagnose and resolve client questions and problems with Peachtree's accounting software applications
- Install software and troubleshoot error messages/printing issues
- Write and edit documents for Online Technical Support Center
- Major participant in groups reviewing and updating User Manuals
- As 1 of 6 technicians in Crystal Reports support queue, team to deliver full assistance to numerous clients
 - Troubleshoot and repair reports that are not pulling the desired results
 - Write reports to customer specifications
 - Assist customers with finding the desired information in the Peachtree database structure
 - Provide assistance with finding field definitions, linking tables and creating basic formulas

EDUCATION

Savannah State University, Savannah, GA

B.B.A., Management

1997