

Derek Dyer

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(772) 631-5044

Education

Bachelor of Arts in Technical Writing and New Mass Media from the University of South Florida.

Hardware | Software | Programming

- Mac and PC
- Canon Cameras
- C panel
- Google Analytics
- Google Webmaster Tools
- Adobe Master Collection CS5
- Microsoft Office
- Microsoft Visio
- Camtasia
- Garage Band
- FTP
- XML
- HTML/CSS
- MAMP
- Wordpress
- Javascript
- PHP
- MySql

Employment History

(August 2011 – April 2013) **Mangrove Software** Tampa, FL SBO Account Manager, Technical Writer, and Q.A.

- Monitored CRM for client issues.
- Troubleshoot reported problems, cloned client databases, and sifted through data to find issues or discrepancies.
- Recommended data changes or if necessary, wrote detailed reports of issues and submitted the report to the development team.
- Trained client implementation specialists on new system functionality by hosting web conferences showcasing features and answering questions.
- Worked with client sales teams by showing them how to demo new features.
- Graphic support for new clients by formatting logos to system specifications.
- Updated documentation.
- Created and maintained system setup workflows.

(May 2011 – Present) **Freelance** Tampa, FL Web Design, Web Hosting, Graphic Design, Video Editing.

- Web Hosting
 - FTP
 - XML sitemaps
 - C Panel
 - Setup support
- Web Design
 - HTML
 - CSS
 - Wordpress
 - MAMP
 - Javascript
 - PHP
 - MySQL
 - SEO
 - Copy writing
 - Google Webmaster Tools
 - Google Analytics
- Internet Marketing
 - Email marketing
 - Text message marketing
 - Corporate/screen capture Videos
 - Graphic support
 - Social network marketing

(November 2012 – Present) **Consensualtext.com** Tampa, FL Part Owner.

- SMS marketing
- Text-to-donate
- Appointment reminders

(Jan 2011 – May 2011) **March of Dimes** Tampa, FL Marketing/Event Planner Internship.

- Special event setup and tear down
- Corporate networking events
- Graphic design
- Email marketing