

# Jessica Wiley Mann

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## WORK EXPERIENCE:

**Southern Illinois University**, Carbondale, Illinois

University Communications – Web Services (January 2007 - Present)

- ◆ Assist in maintaining over 500 department websites
- ◆ Build templates using 508 standards
- ◆ Train users on how to maintain their websites and use the templates

**Wilson Sporting Goods Co.**, Chicago, Illinois

Internet Development (October 2001 – January 2007)

- ◆ Assist in building and maintaining 9 consumer websites
- ◆ Train users on content management software
- ◆ Administer the customer service online email solution
- ◆ Create consumer email campaigns for all Wilson US divisions and Wilson Europe
- ◆ Create banner ads (animated and static) for our sites as well as outside sites
- ◆ Write user guides for each new site developed
- ◆ Convert media for use on websites
- ◆ Create Flash banners and website elements
- ◆ Managed content additions and updates for all websites

**SkyTel**, Rolling Meadows, Illinois

Temporary Staff (August 2001-October 2001)

- ◆ Order laptops and paging equipment for employees
- ◆ Answer phones, schedule appointments, order supplies
- ◆ Create spreadsheets for monthly-to-date and year-to-date sales percentages

**3Com**, Rolling Meadows, Illinois

HTML Specialist (August 2000-May 2001)

- ◆ Hard-coded HTML pages for the internal product sales kits
- ◆ Created and edited product and informational pages for Sales staff
- ◆ Modified images for web and print qualities
- ◆ Created product headers for the sales kits using PhotoShop
- ◆ Created and designed product promotion pages
- ◆ Processed daily maintenance and page edit requests
- ◆ Used Creative Requests to manage and organize projects
- ◆ Worked with product managers and marketing specialists for product launches

## COMPUTER SKILLS:

**Software applications:** CS3: Flash, PhotoShop, Illustrator, Fireworks, Dreamweaver, Contribute, Visio, NetBeans, Sorenson Media, FTP clients, EditPad, Database Management including MySQL and Access

Office 2000 - Word, Excel, Access, and Power Point,

**Language Knowledge:** HTML, CSS, JavaScript, SQL, Java, JSP, PHP, ActionScript

**Hardware knowledge:** IBM and Macintosh compatibles, installing peripherals, installing software, Network configurations, Mapping Drives, and basic troubleshooting skills

**Networking:** Understanding of LAN connections, Network topologies and cabling, TCP/IP and NETBEUI Protocols, Network Administration, and server maintenance

**Server Experience:** Apache, SQL, MySql

**Content Management:** Build templates, Update content, Train users, Database Maintenance

## EDUCATION:

IT Professional Certificate

Program consists of Web Design/Development, Networking (physical and logical aspects), Database and E-Commerce

Westwood College of Technology, May 2001 – March 2002

Bachelor of Science, May 2000

Major: Information Systems Technology

Minor: Management

Southern Illinois University, Carbondale, Illinois