

HOSTING & WORDPRESS EXPERIENCE

2011 - Present

Website Design and Front-End Development - Freelance

I have experience with front-end design and WordPress development. I've built several different types of websites including charity sites for friends and blogs for family members. To achieve the unique vision each website, I developed custom WordPress themes and plugins, and became familiar with WordPress.org theme-review guidelines. I've used this experience to write in-depth tutorials on navigating and customizing WordPress.

Oct 2014 - June 2016

Customer Support - Bluehost

As a Web Advisor, and Senior Web Advisor I handled technical support chats for Bluehost customers and techs. I solved technical issues with websites, cPanel, and email. I was asked to assist the Bluehost Training Department with training new agents and Level 2 Technical Support agents.

June 2016 - Present

Customer Experience - Bluehost

I currently working with the CX Team at Bluehost. I test Evergage campaigns, write and edit knowledge base articles, and work on other various projects to reduce customer contacts.

MANAGEMENT EXPERIENCE

Nov 2013 - Jan 2014

Assistant Manager Shipping Department - Zija International

I was an Assistant Manager in the shipping department for one of Zija's production factories in Lindon for three months. My job there consisted of verifying payments and solving returns and exchange disputes with customers.

Jan 2014 - Sept 2014

Kitchen Manager - Brick Oven

I was a Kitchen Manager at the Brick Oven restaurant in Provo. My job was to maintain productivity, monitor inventory, and to train new employees as line cooks.

TEACHING EXPERIENCE

2006 - 2011

Private Tutoring

I tutored high schoolers in English and Math during and after high school.

2008 - 2010

Museum Docent - Shasta Courthouse Museum

I was a docent at the Shasta Courthouse Museum, and taught school groups about California history. I did this for 2 years and then was put in charge of training other docents.

PERSONAL SUMMARY

Availability

I work a salaried position for Bluehost but am frequently called on for "after hours" projects and urgent fixes. My schedule is flexible; I have full availability.

Hobbies

I like working with WordPress and am always taking on fun online projects. I just finished building a new gaming PC, and I play around with surplus servers.