

Profile

Matthew Gilbert

I am a self-motivated Communication Designer with a background in technical support, search engine optimization and graphic design.

I specialize in Graphic Design, WordPress, eCommerce and website development.

I also have managerial experience, a Bachelor's Degree in Psychology, and a drive for success.

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Education

2012 Old Dominion University
Bachelors Degree

2008 Bayside Highschool
High School Diploma

Skill Set & Software Familiarity

- Graphic Design
- Tech Support
- SEO
- Social Media
- Sales
- Management
- Marketing
- HTML 5
- CSS3
- Wordpress
- eCommerce
- OpenCart
- Photoshop
- Illustrator
- InDesign
- After Effects
- Audition
- Word
- Excel
- cPanel
- WHM
- Microsoft Windows
- Mac OSX
- Linux

Experience

2013-2014 | ipConfigure

Position : Marketing Manager

I accomplished a company-wide rebrand that consisted of 2 new websites, a new logo design, full corporate identity and documentation rebranding. I worked in depth with the sales team to create tools and resources to facilitate product sales, including an internal sales hub website. I also planned, scheduled and provided printed materials for trade shows and training courses.

- Photography – both products and staff members
- Daily use of Photoshop, Illustrator, InDesign and Dreamweaver
- Social Media Marketing and Online Reputation Management
- I designed datasheets, manuals, newsletters and print materials

2011-2013 | IntellecTechs

Position : Lead Graphic Designer

My main role in the Software Development Team was Lead Graphic Designer. I designed and developed websites, user interfaces & fulfilled the creative needs for our clients. I took on a variety of roles. I was known as the go to man for short notice demands & unique tasks. I worked with the lead programmer to develop diverse solutions for a variety of client needs.

- Heavy emphasis on HTML5 & CSS3 with familiarity with PHP and jQuery
- Specialization in WordPress and Zencart
- Social Media Marketing and Online Reputation Management- Maintained over 400 Facebook pages, Twitter accounts, Google Plus, YouTube & LinkedIn accounts
- Complete Corporate Identity, Logo Design, Letterhead and Advertisements
- Specialization in Google Search Engine Ranking and Search Engine Optimization

2010-2011 | Inmotion Hosting

Position : Tier 1 Advanced Technical Support Representative

As a Tier 1 Advanced support representative I spoke with customers over the phone, monitored up to 5 chat session and answered email support tickets. I was able to maintain 80-110 customer contacts daily, while still reaching a quality assurance score of 92-100.

- Customer tech support via phone calls, online chat & email
- Developed skills with cPanel & WHM
- Familiar with Linux, Windows 98, XP, Vista, 7, 8, Server and Mac OSX
- Able to use Linux Command line effectively to trouble shoot & solve website server issues
- Developed familiarity with FTP clients, Content Management Systems & Email

2006-2010 | Dupont Sustainable Solutions

Position : Technical Support Representative

This began as a paid internship that resulted in full time employment. I built and deployed company workstations while assisting database administrators with various tasks. In addition I provided on-site and phone technical support.

- Conducted basic hardware maintenance as well as workstation and laptop repair
- Installed audio video and internet cabling
- Provided PC maintenance
- Responsible for PC construction, set up and preparation
- Monitored requisitions for parts inventory