Joseph Bowen

35-15 75th St., Apt. 402, Jackson Heights, NY 11372 | 312.498.7151 | bowenjt@gmail.com

Summary

- Computer consultant and web designer with 20+ years experience working in different industries.
- Successful team leader and team player.
- Strong expertise in front-end web design (HTML/CSS and WordPress development), technical support, software training, application testing, software and hardware troubleshooting.
- Deep experience rebuilding and repairing PCs and Macs.

Skills & Abilities

- Mac OS X
- Microsoft Windows
- Windows Server 2019
- HTML, CSS, light JavaScript and PHP
- Adobe Creative Suite CS6/CC
- WordPress (manual installations)
- Microsoft Office
- Google Docs

- Salesforce
- Jira
- Active Directory
- Cisco ASA 5500/5505
- WordPress (manual installations)
- Virtualization (VMWare/Parallels)
- WhatCounts
- Email on Acid

Experience

Web Design | Web Content Management

CONTENT COORDINATOR, COURSE SERVICES DEPARTMENT | 2U | 2019 – 2021
- Process revisions to existing online courses within 2U's educational portfolio.
- Develop courses in conjunction with professors' specifications; track materials through production and deployment.
- Process all content embedded in a course: PowerPoint, PDF, MS Word, external media (podcasts, YouTube content, etc.).
- Coordinate with outside vendors to process and proof course content and on specific projects.
- Work with course designers to ensure accuracy and usability of courses.
- Utilize homegrown Course Builder and learning management system (LMS) to develop educational materials.
- Perform quality control on completed course builds to ensure content renders properly in LMS/online campus environment across different browsers.
- Perform beta testing on new tools, services, and assessments to confirm they are built correctly and function across 2U platforms.
- Troubleshoot time-sensitive issues and resolve content-related technical issues in a timely fashion.

WEB CONTENT MANAGER | JOBSON MEDICAL INFORMATION (WEBMD) | 2013 – 2019

- Develop processes for importing SCORM content, user creation, and registration.
- Design new web content create four new HTML email redesigns.
- Publish six HTML and CSS-based email blasts on a rotating basis and on deadline.
- Post articles to Jobson websites.
- Serve as primary front-end web designer; design and maintain integrity of all HTML content.
- Redesign flagship email campaign (six separate templates from Photoshop wireframes.
- Test email blasts in Email on Acid to ensure all email clients display HTML content properly.
- Work with web developers to troubleshoot server errors and coding irregularities.
- Coordinate with web development team to integrate templates into the custom-designed Content Management System; ensure all editorial staff can post news items for daily email blasts.
- Design custom logos, edit phots and custom graphics.
- Train staff how to use CMS and basic HTML.

Information Technology

SOLUTION CENTER REMOTE SUPPORT REPRESENTATIVE | 2U | 2014 – 2019

- Support students and faculty in the use of AdobeConnect and Zoom, troubleshoot browser compatibility, hardware and software problems, and internet connectivity. Document and resolve all cases using Salesforce.
- Serve as phone- and chat-based support (Windows/Mac/iOS/ Android) for students with technical problems connecting to classes and uploading assignments and class videos.
- Support students and faculty in the use of the course content and grading modules. Submit support tickets for content that requires updating.
- Train students and faculty in the following areas:
  - Using the digital learning platform.
  - Recording, converting and uploading video.
  - Using Microsoft Word, Excel, PowerPoint and Adobe Acrobat.

SYSTEMS ADMINISTRATOR | CAPRI CAPITAL PARTNERS | 2011 – 2013

- Provide server and desktop support.
- Support 40 Active Directory users (mix of Windows, MacOS, iOS, and Android devices).
- Troubleshoot software, hardware and network problems.
- Manage three Windows 2008 servers and six Cisco Catalyst switches.
- Manage two Cisco ASA 5505 firewalls.
- Perform weekly backups (Symantec Backup Exec).

DATA ANALYST | ENERGY BBDO | 2010 - 2011

- Serve as team lead charged with processing 3TB of data during a new client transition.
- Manage team of 2 full-time and 6 part-time data entry technicians.
- Catalog and categorize all advertising data (Excel, video, audio, and images) in Microsoft SharePoint.
- Develop processes to make data entry a seamless process.
- Maintain complete records of all processed data and report progress to IT management.

SYSTEMS ADMINISTRATOR / INTERIM IT DIRECTOR | WILLIAMS LABADIE | 2009 – 2010

- Support 60 Active Directory users, manage seven HP Proliant servers, three Cisco ASA 5500s, perform weekly backups (Symantec BackupExec).
- Configure and execute IT infrastructure expansion (computer network and phone systems).
- Install new HP Smart Switches and PBX.
- Manage IT technician to assist with technology expansion.

STRATEGIC SUPPORT MANAGER | NRC REALTY AND CAPITAL ADVISORS | 2005 – 2010

- Desktop support for 50 users (95% Mac) in Chicago, IL., and Scottsdale, AZ.
- Manage Xserve (Open Directory), Cisco 3800 Router, Cisco ASA 5510, Cisco 7961 and 7941 VoIP Phones.
- Perform periodic hardware and software upgrades.
- Serve as on-site technical support for large real estate auctions across the country.

PROJECT MANAGER / APPLICATION SUPPORT | NORTHERN TRUST | 1999 – 2005

- Test and support 110 nonstandard banking applications.
- Ready each application for packaging and user acceptance testing.
- Develop automated installations.
- Provide technical support for Northern Trust business partners.
- Lead group software training sessions.

Independent Consulting

OWNER / IT CONSULTANT / WEB DESIGNER | BOREALIS SYSTEMS | 2003 – PRESENT
Website: https://borealissystems.net

- Provide computer support and web hosting for clients in multiple cities.
- Perform on-site Dell computer and network installations.
- Perform on-site and remote computer support.
- Silver-level reseller for F-Secure Internet Security products.

PARTNER / WEB DEVELOPER | RENEGADE WEBSITES | 2012 – PRESENT
Website: https://renegadewebsites.com

Provide custom website design services (primarily in WordPress) for business and private clients. Meet with clients to discuss their marketing goals and develop sites that meets their needs.

- Create custom WordPress installations.
- Lead website and social media seminars.
- Edit WordPress plugins and themes; troubleshoot plugin conflicts.
- Perform search engine optimization techniques on web content.
- Design custom logos and graphics.