

DHTML, and CSS. Projects have been coded to meet W3C standards including HTML 4.01, XHTML 1.1, and CSS 2.1.

- Experience includes use of Web site content management systems and modification & implementation of existing open source PHP-based applications.

Will Watson Design Clients

Company (Client)

Contact

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| Gray's Scrap Iron & Metal, Inc. (La Vergne, TN) | Connie Gray, Owner |
| Titan Machining, LLC (Franklin, TN) | Jared Meitzler, Owner |
| In Focus Music (Franklin, TN) | John DiModica, Owner |
| DMC Enterprises, LLC (Nashville, TN) | Dennis McCracken, M.D., CEO |
| Demolition Tools, Inc. (Folsom, CA) | Jay Muns, CMO |
| Clark's Cookery (Shreveport, LA) | Jamie Clark, Owner |
| Milestone Massage (Murfreesboro, TN) | Rachael Cherry, LMT / Owner |
| Goldcoast Salads, Inc. (Naples, FL) | Ramona Carrick, S.E. Regional Marketing Director |
| FW Tools, Inc. (Franklin, TN) | Jennifer Hoyle |
| CartManager, Inc. (Provo, UT) | Justin Hill, Partner |
| Steve Biggers Studios (Nashville, TN) | Steve Biggers, Military Photographer |
| BBC Research, Inc. (Brentwood, TN) | David Buckles, President |
| United Way of Rutherford County (Murfreesboro, TN) | Misty Patten, Dir. of Finance & Admin |
| Christ the King School (Nashville, TN) | Mary Johnson, Food Service Director |
| Rhonda Neely, Certified Christian Life Coach (Newnan, GA) | Rhonda Neely, Owner |
| Holmes & Associates (Nashville, TN) | Michael Holmes, Owner |
| Andrew Foster & Associates (Franklin, TN) | Andrew Foster, Owner |
| A Cut Above The Rest (Murfreesboro, TN) | Chris Moore, Owner |
| HD Perfect (Nashville, TN) | John Williams, Owner |
| Stonebrook Roofing (Murfreesboro, TN) | Caleb Tidwell, Owner |
| GasLamp Antique Mall (Nashville, TN) | Mike Chilando, Owner |
| D&D List Service (Nashville, TN) | Daniel Mataya, Owner |
| Wayne Detring - Attorney-At-Law (Hendersonville, TN) | Wayne Detring, Owner |
| Computer Help Mate (Nashville, TN) | Stefen Brock, Owner |
| 3rd Stream Productions (San Antonio, TX) | Charlie Wood, Owner |

July 2008 to January 2009
Customer Support Representative Dominion Enterprises (Dealerskins.com) Nashville, TN

- Duties included but were not limited to providing daily end-user Customer Service and Level 1 & 2 Technical Support via telephone and GoToAssist to automotive dealerships nationwide. Created support tickets, tracked and documented support issues, and followed up on outstanding support issues. Received an average of 25-35 phone calls daily. Maintained a Customer Service & Support Rating of 5.0 out of 5.0, as well as received letters from customers for providing them with an outstanding level of support. Additional duties included creating and modifying web pages, adding, editing and deleting users and directing systems / application software support and training.

October 2007 to January 2008
Contract Web Programmer IO Studio, LLC Nashville, TN

- Duties included but were not limited to ensuring proper functionality, quality development and implementing quality assurance testing for web-based applications which were integrated into the official U.S. Army National Guard website (NATIONALGUARD.COM) which contributed to the Path To Honor section of the website. Other duties included creating graphics, updating & creating web pages using a customized CMS, and development of a PHP-based recruiting pre-application / questionnaire that was in the form of a quiz.
- Daily web design, PHP, CSS, and XHTML coding assignments were implemented using a combination of SubVersion, Eclipse, Adobe CS3 Dreamweaver and Adobe CS3 Fireworks.

March 2006 to February 2007
Help Desk, Computer Support Technician Arlen Terminals, Inc Nashville, TN

- On-Site duties included but were not limited to providing daily end-user support via telephone, VNC, and PC Anywhere. Other duties included providing daily support for ProLunch school cafeteria point-of-sale software currently installed on Windows 98SE, Windows 2000, & Windows XP operating system platforms, troubleshooting and repairing point-of-sale terminals and PCs, replacement of defective and/or outdated hardware, PC software installation & upgrades, e-mail and network support.
- Off-Site duties included traveling to school cafeterias throughout the Southeastern United States to install ProLunch point-of-sale software and PC-based point-of-sale touch screen terminals. Other off-

site duties included providing group training sessions to school cafeteria workers, managers, and county food service directors on proper use of ProLunch software.

- Experience includes working with and understanding practical uses and configuration of Windows Server 2003, TCP/IP, FTP, SMTP, POP3, Switches, and Firewall Routers.
- Duties have also included working with clients to develop web-based applications for the purpose of retrieving data from their point-of-sale systems and composing the retrieved data into report form, and consulting with customers to educate them on how to utilize software we re-sell (i.e. Rocket POS) in conjunction with their existing or newly developed ecommerce web site.
- Additional duties included over-the-phone (in-bound) sales, preparing purchase orders, and ordering hardware & peripheral devices upon customers' request.

May 2004 to March 2005
CIT Adjunct Instructor

Draughons Junior College, Inc

Murfreesboro, TN

- Primary duties included preparing training materials and presenting related materials to students in the field of Computer Information Technology (CIT) with emphasis on Microsoft Office 2003 Applications, E-Commerce Strategies & Practices, Web site Design Methodologies & Technologies, Web Applications Programming (PHP), Database Fundamentals, Internet Foundations, Vector Graphics Design, GIF Animation, Flash Animation & Scripting, Desktop Operating Systems, and Keyboarding Fundamentals.
- Frequent duties included installation of workstations, operating systems (Windows 2000 & Windows XP), Microsoft Office 2003 applications (including Microsoft Outlook), and primary course related applications. Additional frequent duties included local area network (LAN) troubleshooting, and providing ongoing computer support to all faculty, staff, and students.

September 2002 to May 2004

Draughons Junior College, Inc

Nashville, TN

Full-Time Student / Information Technology Intern

- Areas of study included A+ Certification Course (Not Certified), Network+ Certification Course (Not Certified), Microsoft Office 2003 Applications, Master CIW Designer track (CIW Certified), E-Commerce Strategies & Practices, Internet Marketing, Vector Graphics Design, Web Graphics Animation & Optimization, Flash, Fireworks, Dreamweaver, HTML, XML, CSS, JavaScript, PHP, and MySQL.
- Served as an Information Technology Intern at The Boys & Girls Clubs of Middle Tennessee where I performed numerous duties which included providing computer and local area network troubleshooting and support, analyzing, testing and building fully operational computers from donated early model computers and computer parts, operating systems installation, Intranet web site development, and networking printers & computers for use in labs & classrooms.

May 2000 to December 2002
Graphics Artist

Apex Graphics, Inc

Bossier City, LA

- Duties included but were not limited to graphics design & desktop publishing which included layout of business cards, brochures, post cards, rack cards, and company letterhead.
- Established and maintained accounts with businesses (clients) and wholesale printing companies
- Coordinated pricing, turnaround, shipping, and delivery with wholesale printing companies
- Other duties included pre-press image file preparation and Web page design.

January 1997 to May 2000
Transition Period

Post Military Service Transition Period

Topeka, KS

- During this time, I found it difficult to acquire suitable work in the Topeka area due to lack of experience in the corporate environment. Therefore, I mainly stayed at home with my newborn daughter, went to school part-time to acquire desirable skills, and worked part-time in a family-owned business (Margie's Espresso Café) delivering deli items to local businesses throughout the Topeka area. I later re-located to Bossier City, Louisiana to assist with family-related issues, and eventually started a graphic design & printing brokerage business.

November 1992 to December 1996
Unit Supply Specialist

United States Army

Ft. Riley, KS / Ft. Hood, TX

- Duties included managing unit supply facility & weapons storage facility, and purchasing division level supplies, parts & equipment. Additional responsibilities included direct responsibility & accountability for inventory, reconciliation, stocking, and tracking over 2,000 line items.
- Served as the Unit Arms Room Manager (Armorer) and performed maintenance on unit supply weapons.
- Conducted Preliminary Marksmanship Instruction courses to all unit personnel including frontline support units' personnel
- Supervised eleven Unit Supply team members during HHC/MMC DISCOM unit deactivation.

Education

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| BA Degree Advertising | The Art Institute of Tennessee | Nashville, TN Graduation Date: Feb 2014 |
| Adobe Photoshop CS4 Adobe Photoshop CS4 Essentials | Lynda.com | Online Completion Date: August 2009 |
| AS Degree <i>E-Commerce / Web Development</i> | Draughons Junior College | Nashville, TN Graduation Date: May 2004 |
| A+ Certification Course <i>Not A+ Certified</i> | Draughons Junior College | Nashville, TN Completion Date: April 2003 |
| Network+ Certification Course <i>Not Network+ Certified</i> | Draughons Junior College | Nashville, TN Completion Date: April 2003 |
| Diploma <i>Unit Supply Specialist Course</i> | U.S. Army Quartermaster School | Fort Lee, VA Graduation Date: March 1993 |
| Diploma <i>General Studies</i> | Airline High School | Bossier City, LA Graduation Date: May 1992 |
| Imagine 21 (Lou Tice) Fast Track to Change | The Pacific Institute | Nashville, TN Completion Date: September 18, 2004 |
| CIW Associate CIW Foundations | CIWCERTIFIED.COM | Online Certification Date: May 2004 |