

# Jo-Wayne Josephs

## Personal Info

### Address

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Boise, Id, 83706

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### E-mail

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### Linkedin

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jowaynejosephs](http://www.linkedin.com/in/jowaynejosephs)

### Website

[jowaynejosephs.com](http://jowaynejosephs.com)

## Skills

HTML5  
CSS3  
Basic Javascript  
Bootstrap  
Manual Testing  
RWD  
SQL  
Git  
Github  
SVG  
Adobe Photoshop  
Adobe Illustrator  
Adobe Indesign  
Communication  
Leadership  
Adapatability  
Creativity  
TeamWork

Dynamic and motivated professional with a proven track record of generating and building relationships, managing projects from concept to completion and designing development strategies for the Technical department. Adapatable and transformational leader with the ability to work independently, creating tools and documentation that further establish organizational goals.

## EXPERIENCE

### 2018-2019 Lead Technical Support Administrator

*National General Insurance*

- Generated and edited over 90 websites during a 6 month period, using HTML, CSS, jQuery, Bootstrap and Classic ASP.
- Managed, maintained and updated over 30 company website templates.
- Updated existing website templates using the latest in CSS technologies, including CSS Flexbox.
- Spearheaded the implementation of version control within website templates to afford better control of website edits.
- Established a technical documentation guide of more than 100 pages that will serve as a guide for new employees of the technical department.
- Streamlined Web Development department by implementing a tracking system using MS Excel that documents the status and progression of broker sites, and that also provides analysis for future sites.

### Google Fiber Technical Support

*DXC Technologies*

### 2017-2018

- Collaborated with other Google Fiber teams in order to provide customers with the most accurate and up to date information regarding service visits.
- Provided troubleshooting assistance to customers
- Escalated customer issues to the relevant teams in order to get customer inquiries resolved efficiently.

## EDUCATION

### 2017-2017 Boise Code Works

Certificate in Front-End Web Development

### 2017-2018 The College of Idaho

Major in Political Economy with minors in Pre-Law, Criminal Justice and the Natural Sciences