

JESS LOPEZ

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EDUCATION

BROWN UNIVERSITY

Providence, RI - May 2002

- Bachelor of Arts in Visual Art, focus in Multimedia Design
- Women's Ski Team Nationals Participant
- Orientation Welcoming Committee, Head of Publicity

STRATTON MOUNTAIN SCHOOL

Stratton, VT - May 1998

- Valedictorian and Founders' Award recipient at internationally renowned ski racing academy.

CERTIFICATIONS

APPLE CERTIFIED HELP DESK
SPECIALIST

January 2005

ZEND CERTIFIED ENGINEER

Expected completion:

May 2010

EMPLOYMENT HISTORY

New York Cares, Inc. - New York, NY • 2/2008 - present

Business Application Development Officer (formerly Technology Development Manager)

- Develop and write dynamic PHP web applications interacting with a wide variety of sources, including Salesforce, FileMaker, MySQL, and XML. Maintain and troubleshoot relational FileMaker and MySQL databases, scripts, and reports.
- Provide training on database interactions, including complex relational queries, exports, and reporting.
- Develop custom solutions (database, web, and Excel) allowing staff to analyze data across multiple sources more effectively. Analyze and report on volunteer actions as they relate to current campaigns and steer future endeavors.

New York Cares, Inc. - New York, NY • 09/2005 - 02/2008

Online Marketing Manager

- Managed schedule and process for award-winning Web site and online newsletters' content management and development.
- Implemented online marketing initiatives ranging from blogs, banner ads, and social networking to branded slideshows and video campaigns on display in taxis and elevators.
- Analyzed the effectiveness of campaigns as they correlated to online marketing statistics.

Brown University Computing & Information Services - Providence, RI • 06/2002 - 08/2005

Help Desk Specialist / Service on Site Manager

- Provided technical support via phone and on-site service to faculty, staff, and students. Administered training on a variety of Mac OS troubleshooting topics and created detailed documentation for help desk professional and student staff.
- Produced and marketed department's freshman orientation events (videos, speakers, etc.).
- Managed team of 60 student consultants and supervised 3 student managers. Coordinated 40 on-site student appointments per week and supplied technical research and tools for each consulting team assigned to an appointment.

TECHNICAL SKILLS

PROGRAMMING:

Proficient in PHP, HTML, XHTML, XML, DHTML, Javascript, Flash Actionscript, Java. Familiarity with AJAX, ASP, Adobe Flex.

DATABASE SYSTEMS:

FileMaker, MySQL, Kintera/Blackbaud, Salesforce, Constant Contact

WEB SERVERS:

Apache (running on Mac and Linux), IIS; Proficient with on-site server solutions and hosted solutions.

GRAPHIC DESIGN SKILLS:

Proficient in Photoshop and Illustrator; Familiarity with InDesign and Quark

ADDITIONAL SOFTWARE:

Flash, BBEdit, Dreamweaver, iMovie, iDVD, Excel, Word, PowerPoint, Automator; Wordpress / TypePad Blog Integrations

HARDWARE & O.S.:

Mac OS 10.x, 10.x Server ; Windows 2000 / XP / Vista; Basic Unix; iPhone/iPod setup; Printer/Scanner setup and troubleshooting