James A. Hixson (Bert)
Website and WordPress Development & Project Implementation & Management

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WordPress Website Developer

As a web development business owner, I have been responsible for both back-end and front-end development, including creating **WordPress themes for a wide range of businesses from small to large**. Using different programming skills such as PHP, HTML5, CSS3, and some JavaScript.

With 12+ years' experience in website development, I am proficient in various forms of website design/development specializing in WordPress.

Qualification Highlights

- Specializing in **WordPress development since 2010**
- Strong knowledge and proficiency in Visual Studio Code, GIT, BitBucket, Tower, Sublime Text
- Strong in-depth knowledge of HTML5, CSS3, SASS
- Expert on using Advanced Custom Fields (ACF Pro) for developing themes and layouts that are highly customizable.
- 12+ years working in a remote team environment with strong ability to jump between tasks.
- Strong knowledge and proficiency in Slack, TeamWork, Trello, Resource Guru and other team tools.

Professional Experience

Web Considerations, LLC – Weeki Wachee, FL – https://webconsiderations.com   **June 2005 – Present**

Part Time (June 2005 – December 2009) - Full Time (January 2010 – Present)

Focused on WordPress content management systems providing custom theme designs/development, support, and functionality expansion as well as database management. Additional extensive experience in understanding and building of custom content (post) types in WordPress and modification of existing WordPress templates.

Extensive experience in WordPress site building for responsive web designs. Strong knowledge of latest WordPress standards and good understanding of PHP. Strong knowledge of latest CSS and standards and good working knowledge of SCSS.

Some Major Accomplishments Include

- Developed countless responsive, "mobile friendly" WordPress sites based on provided PSD or fresh, custom HTML mockup.

- Designed/developed and built many custom post types to provide easy content management processes for client to update specific content layout on custom pages.

- Provided hosting and supported as many as 75 WordPress, HTML and PHP websites using a VPS.

- Successfully transferred and/or migrated dozens of WordPress sites from one hosting provider to another with an average down time of 20 minutes or less. Including, in some instances, changing domain name but keeping content intact.

- Provide WordPress MySQL database support, troubleshooting and repair using phpMyAdmin.

Site Care – Atlanta, GA   **October 2018 – November 2019**

<u>WordPress Website Development and Support</u> (Full Time Remote)

Working remotely in a team environment with development, version control, deployment processes and managed hosting.

Focused on custom WordPress theme development for client websites based on PSD designs as well as express WordPress development uses prebuilt themes.

Senior Systems Engineer

Accomplished Senior Systems Engineer with extensive experience in software distribution and management infrastructures. Expertise includes engineering and implementation processes related to information systems as well as client/server applications. Strong "hands on" technical knowledge with MCSE certification. Customer service focus with strong problem-solving skills.

Qualification Highlights

- MCSE, MCP+I and CNE

- 10+ Years Expertise in the design and implementation of software distribution and configuration management systems including infrastructures, administrative & user policies definitions and application publishing. Additional expertise involving inventory information gathering and reporting on software and hardware using automated processes coexisting with software distribution models.

- Strong knowledge and proficiency in McAfee ePolicy Orchestrator for virus protection, host intrusion protection, anti-spyware and firewall.

- In-depth knowledge of multiple Microsoft Office programs including Word, Excel, PowerPoint and some Visio.

- Strong documentation abilities for project implementation and turn over to Help Desk support.

- 20+ years working in team environment with strong ability to multitask and prioritize tasks appropriately.

- 10+ years providing 1st, 2nd and 3rd level support for clients and other support staff levels.

- Five-time recipient of the Honoring Excellence award for Outstand Achievement in providing customer service.

Technical Expertise

- EDM (6 Years)
- Radia Software and Configuration Management (6 Years)
- Radia Patch Manager (5 Years)
- LANDesk Software Distribution and Patch Management (2 Years)
- McAfee ePolicy for VirusScan and HIPS (4 Years)
- WebRoot SpySweeper Enterprise (4 Years)
- Admin Studio Suite (Application Packaging) (3 Years)
- Wide range of Microsoft Applications and Operating Systems (25 Years)

Professional Experience

Intercontinental Hotels Group – Atlanta, GA   **January 1994 – December 2009**

Senior Systems Engineer (May 1999 – December 2009)

Key participator in establishing client relationships by providing strong project management skills in the analyzing, planning and implementation of various corporate and departmental client/server applications needed to complete day-to-day activities supporting a worldwide hotel industry.

Major Accomplishments Include

- Solely implemented a centrally managed virus protection system using McAfee ePolicy Orchestrator managing over 5000 end points including 3 corporate offices and approximately 80 remote hotel locations.

- Solely implemented software distribution and management infrastructure for Windows 2000 and Windows XP including a 2 tier infrastructure consisting of 3 application manager servers and 3 distribution servers covering 4 office locations currently managing 1500 end-users significantly reducing cost of ownership, service & installation times and providing high ROI.

- Tested for corporate compliance, documented, packaged, implemented distribution processes and assisted in the deployment of over 270 software client and client/server applications to corporate end-users in varying profiles for specific day-to-day activities.

- Played key role in the development of Windows 2000 Professional and Server systems and configuration standards for local and global infrastructure.

Desktop Engineer (September 1995 – May 1999)

Analyzed, documented and implemented various hardware configurations and client/server applications for corporate headquarters. Played the major role in the development and implementation of a corporate wide upgrade of desktop systems including 3 office locations and approximately 1200 end-users.

Major Accomplishments Include

- Evaluated several software distribution and management tools to provide automated application deployment and repair for Windows 95 systems on corporate LAN. After product selection, solely implemented distribution infrastructure including 1 application manager server and 3 application deployment servers covering 3 office locations. Built and implemented distribution models that included over 160 software applications and approximately 1200 users.

- Designed and implemented a multi-level policy lockdown to Windows 95 systems that was used in conjunction with software distribution models providing significant lowers costs of ownership on approximately 1200 workstations.

- Developed Windows 95 operating system standards and certified hardware configuration specifications for 8 different computer machine types including IBM and Compaq. Documented all processes, upgrade procedures and trouble-shooting tips for turn over to Help Desk Technical Support Analysts.

- Planned and implemented the successful upgrade of a file server and 40 workstations operating system upgrades in the corporate legal department with 0% file server downtime and limited client downtime while workstation upgrade was completed.

Help Desk Supervisor (March 1995 – September 1995)

- Supervised 3 Technical Support Analysts while providing local area network setup, administration, security and support for 12 network servers, 9 email servers and computer access to approximately 1100 users.

- Provided monthly reports to management listing amounts of service calls separated by type and resolution processes.

- Developed end-user satisfaction surveys that provided an ongoing analysis of client needs leading to stronger customer relationships and a means of better service and response time for service calls.

Technical Support Analyst (January 1994 – March 1995)

- Provided end-user support for an 1100-node Novell network using token-ring typology including applications like MS Office, WordPerfect, Lotus 123, MS Mail/Schedule Plus and IBM PC3270 in a Windows 3.1 environment.

- Provided first level support for mainframe connections including logical and physical unit recycling while maintaining gateway performance.