

Hope Neppel

Email: webmaster@ladywolfstorm.com

Website: <http://www.ladywolfstorm.com>

Skill Summary

- Website Generators: Microsoft FrontPage 2003, Dreamweaver CS3
- Graphic Design Software: Photoshop CS2, Illustrator CS2
- Experience in HTML, CSS, Flash and JavaScript
- Microsoft Office Products: Word and Excel version 95, 98, 2000, XP, 2003 and 2007, Outlook 2003 and 2007
- Over 2 years experience in a technical call center environment, including a 24/7 call center

Certifications

- Certified Internet Web Professional - Specializing in Site Design, June 2009
- Web Applications Certificate, December 2007

Experience

Webmaster

B# Sharp Entertainment, November 2008 – Present

<http://www.bsharpentertainment.com>

- Maintaining existing website
- Evaluating existing website and recommending changes to help improve function and better meet client's needs
- Implementing vital changes as needed and recommended changes as funds become available
- Working with Dreamweaver CS3 and hand-code HTML

Site Administrator

Hermit Crab Association, October 2009 – Present

<http://www.hermitcrabassociation.com>

- Maintaining existing website
- Approving and Managing User Accounts
- Working with phpBB Software, myPHPAdmin, and many custom modified programs
- Evaluating site needs to determine possible upgrade to latest phpBB software

Information Technology Contractor

TEKSystems, Inc., Overland Park, Kansas, 2006 - 2009

- Provided internal phone and email technical support for 19,000 employees nationwide in a 24/7 call center
- Promoted from Customer Service Analyst to Reserve Technical Advisor after 6 months
- Maintained a 90% or higher customer satisfaction rate--10% higher than team objective
- Trained new contractors in-house and overseas in-person, by phone and through instant messenger
- Updated the local on-line knowledge base to cover new scenarios remove obsolete information, and correct inaccuracies
- Ported telephone numbers for cable companies such as Time Warner, Suddenlink and Mediacom
- Troubleshooted issues involving inbound telephone calls for ported telephone numbers, including running audits, LRN updates and corrections