

JENNIFER THEODORE

"This looks great. Let's make it better."

✓ Objective

- **Technical expertise** in making things work well on the web.
- **Customer service** that turns users into product advocates.
- **Continuous improvement** to produce results that exceed expectations.

🖥 Languages

- HTML & CSS
- PHP
- JavaScript
- Python
- MySQL
- Unix command line

⚙ Platforms & Tools

- WordPress theme and plugin development, WP-CLI
- Composer
- GitHub
- Photoshop & Illustrator
- Google Analytics & Search Console

Technical Support Agent

@ Modern Tribe - Remote

April 2017 - Present

- Provide front line, SLA-meeting technical support for our WordPress plugins via public forums and LiveAgent
- Resolve technically complex tickets escalated by team members
- Answer pre-sales questions to help prospective customers understand the value that our plugins could provide them
- Troubleshoot theme and plugin conflicts
- Support plugin integrations with WooCommerce, Easy Digital Downloads, Eventbrite, and Google Maps
- Help users transition from the WordPress classic editor to blocks
- Code extensions that add highly requested features to our premium plugins and reduce support requests
- Develop, test, and commit bug fixes for maintenance releases
- Write customization snippets for users and knowledgebase
- Work regularly with GitHub
- Host live webinars and edit videos for publishing
- Assist the recruiting team by administering and reviewing candidate trial projects
- Onboard new team members and ensure they are set up for success
- Write release notes and manage knowledgebase updates
- Work closely with engineering and marketing teams to identify the greatest user pain points and prioritize fixes and features

Company Travel Coordinator

As a side project, I work with the operations team to plan all company travel for Modern Tribe, including the annual team trip of over 100 people. This involves coordinating logistics, planning the agenda, facilitating clear communication between stakeholders and participants, and ensuring that each trip is a productive, adventurous success.

WordPress

I am very familiar with these common sightings in the WordPress ecosystem:

Themes

- Divi
- Avada
- Enfold
- Genesis

Plugins

- Modern Tribe event and ticketing plugin suite
- WooCommerce
- Easy Digital Downloads
- Yoast
- WP Super Cache
- Advanced Custom Fields
- Gravity Forms

Education

B.S. Molecular Microbiology

University of Central Florida,
2014

Interests

Outside of work, I love outdoor adventures, cooking, horseback riding, self-defense training, heavy metal shows, and exploring the world.

Freelance Web Designer & Developer

@ Remote

May 2016 - Present

- Design site mockups based on unique customer requirements
- Develop WordPress sites for small businesses across diverse industries
- Build eCommerce sites using WooCommerce
- Customize themes and plugins to achieve customer goals
- Configure domains and hosting for clients
- Design logos and other graphics using Adobe Creative Suite
- Assist with writing copy and creating dynamic, engaging content
- Use Google Analytics and Search Console to improve site ranking and traffic
- Design and manage email marketing campaigns
- Manage social media accounts for businesses to increase online reach
- Perform routine maintenance, upgrades, and site support

Laboratory Informatics Consultant

@ LabAnswer, Inc.

January 2015 - May 2016

- Provided Level II support for new and established laboratory management systems
- Worked closely alongside engineering team practicing Agile methodologies
- Built enhancements for client systems using proprietary languages and Python
- Wrote SOPs for client system and helped develop efficient workflows for our support team
- Worked regularly with ticket tracking systems including JIRA and ServiceNow
- Developed system training and assisted with new user onboarding both internally and for clients
- Designed, documented, and supported client's internal support portal
- Contributed regularly to company and client knowledgebases
- Wrote customer satisfaction surveys and established reporting metrics
- Regularly implemented procedures for continuous improvement
- Worked daily in a validated system implementing ITIL best practices
- Triaged issues for multiple clients simultaneously in a fast-paced environment