

MELISSA H. M. LAWSON

OBJECTIVE

To find a rewarding career in a computer related field.

EXPERIENCE

1997–Present Freelance Web Design Metro Atlanta, GA

Designer/Developer

- Design and develop framework for websites based on client specifications.
- Update existing websites and resolve any issues found.
- Improve Search Engine Optimization of websites.
- Design logos, business cards, posters and other marketing materials as requested based on client specifications.
- Provide support and raw files to clients as requested.
- Proactively research latest web trends and accommodate website projects to suite the environment.

2004–Present PracticeWorks Atlanta, GA

Quality Assurance Specialist

- Validate issue resolutions provided by development team.
- Coordinate and execute performance and regression tests.
- Work closely with the development team to determine best course of action for major changes in future releases.
- Relay important release information to the support team and ensure they have the tools necessary to support the clients.
- Contact beta clients and validate issues they encounter.
- Work closely with third party vendors to update them on any issues encountered during testing.
- Developed integration program for a 3rd party product that is used by Australian clients (VB/XML).

Other positions held

- Technical Support Analyst
 - Developed several utilities using Visual Basic that aid support and clients (Access/SQL DBs).
 - Created and delivered training materials to group.
 - Approved enhancement requests submitted for Orthotrac Office based on validity, uniqueness, and accuracy.
 - Implemented Sharepoint site for all TSA's that includes tools and reference materials.
- Technical Support Specialist
- Technical Support Representative

1999–2005 *CompUSA Marietta, GA*

Assistant Sales Manager

- Hired and trained future management, including the top salesperson for the region who took over this position shortly after I left.
- Managed the communications and merchandising teams sales quota, schedule, product and service training schedule and product placement according to planogram.
- Met monthly with Regional Manager and semi-annually with Divisional Manager to discuss progress and new implementations.
- Three employees on my team were voted employee of the month.

Other positions held

- Account Executive Assistant
- Inventory Control Coordinator
- Senior Sales Representative
- Technology Sales Specialist

1997–1999 *Best Buy Marietta, GA*

Senior Sales Representative Cell/DSS

- Handled Cell phone and DirectTV activations.
- Assisted customers in choosing digital products and services.
- Received various product trainings from vendors and product reps.
- Ensured the training of all employees in the latest in technology.

Other positions held

- Senior Sales Representative PC/Home Office
- Sales Specialist PC/Home Office

SOFTWARE

- Programs Developed – uFixAWPS, OrthoToolBox, OrthoExo, uListEnvironVariables, UpdateSnap
- Websites Designed– iZeWebDesign.com, CBGP.com, GloryFest.net, LapeerPainter.com, myOptimumSecurity.com, UrbanCityAnglers.com
- Languages - GWBasic, QBasic, Visual Basic, ActionScript 3.0, HTML, CSS, PHP, XML
- Database knowledge - Access 97-2007, Act!, Dbase II, SQL Server 2000/2005/2008
- Web/Graphics –Corel Draw, Adobe Illustrator CS3, Photoshop CS3, Flash CS3, Dreamweaver
- Other Software- MS Office 97-2007, Mercury Quality Center, Quick Test Pro, Borland CaliberRM, SAP, JDA, VMware, Borland StarTeam, MS Visual Web Developer 2008, MS Visual Basic 2008