



Katie Felten

CONTACT

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PROFESSIONAL PROFILE

- Self-starter with strong work ethic.
- Started learning how to code at 13 years old.
- Thirst for learning.
- Genuinely open mind.
- Desire to balance art with science.
- Stubbornness for always doing the right thing for the user.
- Adapts well within a fast-paced work environment.

SKILLS

Wordpress
HTML/CSS
Graphic Design

Email Marketing
Customer Service
Web Hosting

KNOWN FOR BEING AWESOME AT

Technical Solutions
&
Customer Happiness

EXPERIENCE

FREELANCE TECHNICAL CONSULTANT

www.KatieRose.co - October 2014 - Present

- Customize Wordpress themes.
- Create custom email optin boxes, test automation.
- Fix technical issues with theme/plugins.
- Create eBook PDFs for online products.
- Connect payment systems and test purchase flow.
- Design logos, headers, and eBook covers.

TECHNICAL EXECUTIVE

Roman Fitness Systems - March 2014 - September 2015

- Responsible for all tasks including but not limited to WordPress management, technical audits, and website updates.
- Screening, hiring, and management of outside contractors for freelance technical work.
- Upkeep of systems and servers for 10 sites.
- Edit guest article submissions.
- Update SEO, affiliate information on 200+ RFS articles.
- Kept Roman from breaking the Internet.

TECHNICAL ACCOUNT MANAGER

Peak Hosting - May 2014 - October 2014

- Post-sale main point of contact between customers and Peak Hosting.
- Facilitate the implementation of new server builds, turn-downs and existing customer upgrades.
- Coordinate and schedule inter-department Peak resources for builds and upgrades.
- Interface with customers to address concerns that do not fall under the normal scope of support.
- Communicate status of ongoing customer projects both internally and externally.

View more experience in my LinkedIn profile here.