

# MICHELLE MCCAUSLAND

WEB DEVELOPER

## SOFTWARE TOOLKIT

CMS (Wordpress, Craft, EE)  
Adobe Photoshop  
Adobe Illustrator  
Adobe XD  
Microsoft Office Suite  
Balsamiq Mockups  
Sequel Pro  
Git / Fork

## DEVELOPMENT LANGUAGES

HTML  
CSS & SASS  
Javascript & jQuery  
mySQL  
PHP  
Twig

## PROFESSIONAL SKILLS

Web Design  
Web Development  
Usability Experience Design  
Technical Writing  
Social Media Marketing  
Time Management  
Organization

## CONTACT

E: michellemcc76@gmail.com  
W: www.mishacreatrix.com

## SOCIAL

Twitter: @mishacreatrix

LinkedIn: in/michellemccausland/

## ABOUT

I am a diligent and hard working individual seeking a position in the field of web development or social media marketing, where I can apply my knowledge and skills for continuous improvement. I attended Waterford Institute of Technology where I completed BSc Multimedia Applications Development with Distinction.

## WORK EXPERIENCE

### JUNIOR WEB SUPPORT TECHNICIAN

Emagine | May 2019 - Present

- Interacting with CMSs (Wordpress, Craft, ExpressionEngine) to develop content that adheres to bespoke style guides.
- Interfacing with customers via phone and email to troubleshoot and resolve technical website issues.
- Content entry into a variety of CMSs
- Performing website testing to identify issues and improvements.

### BUSINESS SUPPORT LEAD

Errigal Inc | Apr 2018 - Present

- Consulted on the development of the company website. Responsible for day to day website maintenance.
- UX Designer. Expanding on the usability design process during the sprint cycle.
- Graphic Designer. Creation of design assets, wireframes and mockups.
- Technical writer. Maintaining company user guides and other documentation.
- Social Media Management. Managing and improving social media presence.

### TECHNICAL SUPPORT CO-ORDINATOR

Errigal Inc | Dec 2014 - Mar 2018

- Developed the operations team while streamlining the support process.
- Interacted with customers on technical customer issues.
- UX designer. Established usability design process in the development sprint cycle.
- Graphic Designer. Involved in creation of logos and design assets.
- Technical Writer. Standardized the user guide creation process.

## EDUCATION

### MSC COMPUTING (COMMUNICATION SOFTWARE) - 2016

Waterford Instistute of Technology (WIT)  
Completed 2 part-time modules - Enterprise Web Development, User Experience & Design - Passed successfully

### BSC MULTIMEDIA APPLICATIONS DEVELOPMENT - 2010 - 2013

Waterford Instistute of Technology (WIT)  
Completed course with distinction. Average grade 77%

### LEAVING CERTIFICATE - 2010

Loreto Secondary School, Clonmel, Co. Tipperary  
Achieved 480 points.