

CHRISTOPHER JORDAN

INDEPENDENT CONSULTANT | WEB SPECIALIST | RESIDENT MANAGER | CHRISTOPHERJORDANRESUME.COM

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SUMMARY AND KEY SKILLS

Detail-oriented and self-motivated professional with comprehensive experience providing web design and development services while exceeding client expectations in a creative, timely, and efficient manner. Demonstrated ability to wear multiple hats and juggle tasks while remaining flexible and adaptable as priorities shift and evolve. Experienced remote worker, successfully working remotely for multiple years across different time zones while meeting tight deadlines in a prompt and effective timeframe.

Web Design | Web Development | Property Management | Customer Service | Organized | Punctual | Detail Oriented
Fast Learner | Service-Oriented | Flexible | Adaptable | Open-Minded | Written and Oral Communication | Team Player

Highlighted Accomplishments:

- **Managed and designed over 90 websites** for a higher-education professional association, including marketing sites and various portals.
- **Served as the lead designer for the branding of the CASE Annual Assembly, which won a Gold Award** from the Society of National Association Publications in the category: Convention Publications, Convention Program.
- **First full-time webmaster** for the National Center for Bicycling and Walking's (NCBW), taking ownership to redesign two outdated websites including updating and adding interactive elements.
- **Successfully improved internal communication efforts** for the National Center for Bicycling and Walking (NCBW) after they became a completely virtual office by creating email programs, online calendars, and an intranet for commonly accessed documents.
- **Built long-term client relationships** as a result of dedicated, reliable, friendly, and personable work ethic, resulting in additional client contracts and projects.
- **Quickly and independently learned new software** to update dozens of online documents in order to interact with a new search engine.

TECHNOLOGY SKILLS

Adopts new technologies quickly and independently

Document Management: Microsoft Office (Word, Excel), Google Drive (Docs, Sheets, Slides), LibreOffice 6.0

Remote Collaboration Tools: Dropbox, Skype, Google Hangouts, GoToMeeting, GoToWebinar, Zoom, Pivotal Basecamp

Web Design & Development Tools: WordPress, Dreamweaver, Adobe Creative (Photoshop, Illustrator, InDesign), HTML

PROPERTY MANAGEMENT EXPERIENCE

Private Household Manager and Caretaker

03/2020 – Present

Private Property

Oakland Hills, CA

- Managing the household's schedules and calendars
- Arranging appointments for personal and professional needs
- Scheduling home maintenance and repair work, and supervising the project
- Handling household bills and administrative duties
- Running errands and performing necessary tasks
- Shopping for food, supplies, and other requested items

On-Site Resident Manager and Caretaker

03/2013 – 03/2020

The Avatar Apartments

Phoenix, AZ

- Primary point of contact for a small apartment complex accountable for maintaining relationships with residents, managing contracts, and ensuring all finances are in order.
- Met with potential tenants each month, showing them the property and assessing their applications with keen attention to detail, ensuring accuracy and accordance with anti-discrimination laws.
- Secured, maintained, and negotiated contracts for ongoing property services, managing disputes with service providers in a professional manner.
- Proactively installed and monitored property surveillance system.
- Utilized project management skills to facilitate the property renovation process from start to finish.

PROFESSIONAL WEB EXPERIENCE

Web Designer & Developer | National Park Service Transportation (Contract)

07/2010 – 07/2017

- Worked with various design tools and software programs to implement web designs and functionality while ensuring usability and best practices.
- Developed comprehensive application testing procedures and implemented testing tools that monitored the ongoing performance of the client website.
- Updated existing applications to meet the security and functionality standards as outlined in the client's website policies.
- Assisted in updating application development policies to ensure that all future applications met the latest technical requirements.
- Developed brand and corporate identities within the NPS-Transportation website to create one cohesive look.

Freelance Web Designer & Developer | Independent (Remote)

08/2000 – 08/2017

- Worked with various design tools and software programs to implement web designs and functionality with a focus on usability and best practices.
- Developed brand and organization identities for corporate, nonprofit, and government sectors.
- Known for creativity, flexibility, listening skills, sense of humor, and the ability to understand the big picture, while maintaining a high attention to detail on all projects and requests.

Senior Web Designer & Web Manager | National Center for Biking and Walking (Remote)

04/2006 – 12/2009

- Collaborated with Executive Director and Senior Program Director on the design and implementation of multimedia solutions.
- Utilized photography experience to deliver graphics assets for inclusion in project designs.
- Lead developer in the implementation of the ALRC Help Desk and the CenterLines Podcast in addition to third-party templates.
- Used theoretical and technical concepts to effectively execute designs based on specified parameters and utilized PHP to design templates for the NCBW and ALRC websites.
- Maintained the development of consistent branding messages across multiple multimedia platforms.
- Effectively designed and implemented HTML templates for the Pro Walk/Pro Bike Conference Series: Making Connections and Transforming Communities.
- Skillfully applied project management abilities and creative skills to convert technical requirements and mock-ups into workable web solutions
- Ensured internal and external links within each website were active and current through routine quality checks.
- Utilized various communication methods (email, Skype, phone, etc.) to facilitate discussions with staff members to discuss goals, strategies, current projects, and upcoming projects.
- Researched, tested, and analyzed new website enhancement tools and software programs and created recommendation reports to present to organizational leadership.

ADDITIONAL EXPERIENCE

Web Designer | Council for Advancement and Support of Education (CASE), Washington, DC

- Collaborated with Vice President of Communications & Marketing and Director of Graphic Design to conceptualize and design home-page branding of CASE's new Web site.
- Maintained the company's Intranet site which included a master calendar, interactive office floor plan, membership statistics, and event photo gallery.
- Created and designed conference sites, including CASE's two largest annual meetings.
- Worked with designers, marketing staff, and conference program coordinators to establish sites' graphic identity.
- Created and designed HTML emails for CASE marketing promotions, such as electronic postcards and newsletters.
- Converted association's monthly magazine from Quark X-press to Cold Fusion files and designed magazine's online look and feel, migrating four years of back issues from basic HTML documents into a new template.

EDUCATION & CERTIFICATIONS

Interactive Multimedia and Web Design Certification

Georgetown University

Extensive hands-on work experience in lieu of bachelor's degree