# Kory E. Broere

Senior Application Developer Resume
kory@thirdbrew.com

742 South Clayton Street
Denver, Colorado 80209
Home – 303.777.7374

## Summary

More than 10 years' experience designing, creating, and supporting web sites and Internet-related projects. Instructor-level expertise in web site design, administration, programming, and database architecture. Excellent project management skills from inception through testing and implementation. Especially adept with languages that allow for engaging user-interfaces.

| Environment / Tool / Language | Competence | Experience |
| --- | --- | --- |
| Help Desk/Customer Service | Expert | 10 Years |
| ColdFusion | Expert | 10 Years |
| Web Programming (HTML, JavaScript, CSS, DHTML) | Expert | 10 Years |
| SQL | Expert | 9 Years |
| Adobe Photoshop | Expert | 8 Years |
| Version Control (Source Safe, PVCS) | Proficient | 6 Years |
| SQL Server Administration | Proficient | 5 Years |
| Macromedia Flash | Competent | 3 Years |
| PL SQL | Competent | 2 Years |
| Oracle ERP (HR Modules) | Competent | 2 Years |
| SharePoint Portal Services | Competent | 2 Years |

## Qualifications

### Web Project Management and Leadership

- Administered over 1,600 internal web pages and documents for an average 64,800 monthly visitors
- Created web site designs, including data flow models and workflow process documentation
- Partnered with clients to develop web-based tools and other projects from inception through implementation
- Standardized and streamlined online work processes--thereby reducing information search times by 50%--by applying communications guidelines to all published materials and cross referencing all primary search material, including escalation documentation, hotline numbers, duty schedules, team descriptions, and work center descriptions
- Worked directly with clients from associate through management levels to resolve trouble tickets
- Audited 75 online tools and 157 applications to define improvements to those resources and to consolidate them for an organization of over 7,000 users
- Created and executed ad hoc surveys and tracking reports to reinforce companies customer service agenda
- Facilitate project requirement gathering
- Established site scalability to accommodate a 33% annual growth rate, doubling active users every 3 years
- Met regularly with 11 critical issues managers to manage organizational materials for 101 worldwide customer maintenance centers in the US, Belgium, Brazil, and Hong Kong
- Managed the day shift of the maintenance department of a correctional center for delinquent youths
- Maintained OSHA compliance of a facility and maintenance crew.
- Managed delivery teams and solved customer issues related to their delivered furniture

### Tool Development

- Supported organization's strategies and goals relative to internal communications by designing and building web page applications using a variety of graphics and programming software applications, tools, and techniques such as interface features, site animation, and special effects elements
- Developed portal search tools and applications
- Administered by-yearly employee satisfaction survey, including summary reporting
- Managed the portal's SQL database, database architecture and monitored data integrity
- Created and supported team issue tracking interfaces, including request ticket workflow process
- Functioned as a tester for other developer's code as well as my own
- Managed and administered the company Intranet SharePoint environment

**Quality Control**
- Webmaster of the customer service intranet portal for AT&T
    - Conducted project reviews and portal direction planning sessions
    - Worked with team to establish and ensure consistency throughout the portal
    - Monitored and reported web site statistics
    - Ensured site availability to an average of 2,057 unique visitors per day
- Partnered with the communications director, executive and management teams, and subject matter experts to forecast improvements to the infrastructure
- Created and supported secure, team-specific site content administration interfaces
- Ensured code integrity by using version control applications like Source Safe and PVCS and adhering to language specific coding conventions
- Member of change control board for software development
- Developed an application development process based on Six Sigma parameters
- Managed Internet, Intranet and email servers
- Actively established and maintained a positive customer image

## Professional Experience

**Web Developer / Webmaster**

| | |
|---|---|
| Global Service Assurance Intranet Webmaster for <u>AT&T</u>, Denver, CO | 03/ 06 - Present |
| Graphics Designer / Programmer for <u>Gates Rubber Company</u>, Denver, CO | 09/ 00 - 02/ 06 |
| Internet Technology Developer for <u>C2 Creative</u>, Englewood, CO | 10/ 99 - 08/ 00 |
| Chief Technical Officer / Principal for <u>Excess Mojo</u>, Denver, CO | 05/ 98 - 12/ 08 |

**Other Management**

| | |
|---|---|
| Assistant Plant Manager / Safety Manager for <u>Excelsior Youth Center</u>, Aurora, CO | 12/92 - 09/99 |
| Delivery Supervisor for <u>Room & Board Furniture</u>, Denver, CO | 01/90 - 12/92 |

## Environments / Tools

| | | | |
|---|---|---|---|
| Action Request System | Adobe Soundbooth | Microsoft Access | Oracle Workflow |
| Adobe Acrobat | Animation Shop | Microsoft BackOffice | Paint Shop Pro |
| Adobe After Effects | ColdFusion Administrator | Microsoft Excel | PTDNA Time Card System |
| Adobe Contribute | ColdFusion Studio | Microsoft Project | SharePoint Portal Services |
| Adobe Dreamweaver | Director | Microsoft SQL Server | SQL Enterprise Manager |
| Adobe Encore | Fusebox | Microsoft Visio | SQL Navigator |
| Adobe Fireworks | HomeSite+ | Microsoft Word | SQL Plus |
| Adobe Flash | HotDog Pro | Oracle Open Enrollment | SQL Query Analyzer |
| Adobe Illustrator | Internet Information Services | Oracle Compensation | Swift 3D |
| Adobe InDesign | Media Cleaner EZ4 | Oracle ERP | Visual SourceSafe |
| Adobe PhotoShop | Merant Team Track | Oracle Payroll | WebLog Expert |
| Adobe Premier | Merant Version Manager | Oracle Workflow Builder | WebTrends |

## Languages

| | | | |
|---|---|---|---|
| ASP | Dynamic HTML | JavaScript | SQL |
| Cascading Style Sheets | Flash Action Scripts | PHP | T-SQL |
| ColdFusion 4 - MX 8 | HTML | PL-SQL | XML |

## Education

**Belford University Online**, Humble, Texas
Bachelor of Science Degree in Web Design. Graduated - 03/06
**The Art Institute of Colorado**, Denver, Colorado
Associate of Applied Science Degree in Web Site Administration. Graduated - 09/00
**Naval Damage Control Training Center**, Philadelphia, Pennsylvania
Surface Welding, Metal Fabrication, and Plumbing. Graduated - 01/88
**Northern Montana College**, Havre, Montana
General Studies - 09/86 to 06/87

## Training / Membership

.NET Training - 02/03
Advanced ColdFusion Class - 09/01
Denver ColdFusion User Group – Member
Eagle Scout – Boy Scouts of America
Oracle 6i Report Training - 01/06
Oracle Advance SQL Training - 10/04
Oracle Workflow Training - 09/05
Rocky Mountain Adobe User Group – Member