



Jeannette Passanisi

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Web Design

Fireworks	7.5 yrs
Photoshop	4 yrs
Prototyping	6 yrs
SnagIt	8 yrs
Storyboarding	7.5 yrs
UI Design	2 yrs
Wireframes	8 yrs

Web Development

Bootstrap	1 yr
HTML4.01/CSS2	8 yrs
HTML5/CSS3	3 yrs
Mobile Development	1 yr
XHTML	7 yrs

UX Design

Flash	7.5 yrs
JavaScript	2 yrs
JQuery	2 yrs

Editors

Dreamweaver	8 yrs
Notepad++	8 yrs
ShiftEdit	1 yr
Sublime	2 yrs

Web Management

CPanel	8 yrs
FileZilla	8 yrs
SEO	4.5 yrs
Web Analytics	4.5 yrs

Collaborative Tools

GitHub	1 yr
Google Docs	5 yrs
Google Drive	4 yrs
One Drive	2 yrs
Skype	5 yrs

Instructional Design

Camtasia Studio	5 yrs
Course Development	9 yrs
Curriculum Dev.	9 yrs
eLearning	5 yrs
Graphic Design	20 yrs
Image Management	15 yrs
Msoffice	20 yrs

Professional Experience

CONTRACT WEB DESIGNER/INSTRUCTOR

2003-PRESENT

- ◆ Conceptualize, create and manage utilizing a plethora of development tools and languages.
- ◆ Create Web banners, interactive Flash banners and logo design for clients.
- ◆ Develop storyboards and wireframes of site ideas to clients.
- ◆ Develop and deploy eLearning modules, videos and pages for various subject matters.
- ◆ Provide training classes, New Hire Orientations, seminars and workshops utilizing courseware, lectures, hands-on software demonstrations, presentations and real life.
- ◆ Develop, review and revise curriculum, presentation, lab and lecture materials.

ADJUNCT COMPUTER INSTRUCTOR/PROFESSOR

2008-PRESENT

- ◆ Instruct Web Design, Computer Languages, Game Development, Database and MSOffice courses.
- ◆ Create syllabi, lectures, presentations, labs, projects and exams for course material.
- ◆ Guide students with development of ePortfolios to showcase skills and projects.
- ◆ Develop new classes to expand on subject matter and incorporate new technologies.

Educational Institutes:

Bunker Hill Community College, Benjamin Franklin Institute of Technology, Fisher College, Middlesex Community College, Roxbury Community College, Brookline Adult Education

SENIOR TECHNICAL ANALYST

JANUARY 2001-APRIL 2002

Accrue Software, Inc., Cambridge, MA

- ◆ Provided on-site customer installations, upgrades, knowledge transfer, and training.
- ◆ Installed maintenance releases, customized code, and hot fixes as required.
- ◆ Worked with consulting, QA and development to enhance user experience.
- ◆ Created technical documentation for internal and external use.
- ◆ Provided Web, telephone, and e-mail support for customer.
- ◆ Beta testing of product releases.

SENIOR SYSTEM ANALYST/TECHNICAL LEAD

JANUARY 1998-JANUARY 2001

IBM/Lotus Development Corporation, North Reading, MA

- ◆ Provided technical software support. Liaison between customers and development.
- ◆ Assisted customers with upgrades, system failures, down mail service, password recovery, server cluster issues, calendar and scheduling issues, as well as other various Domino Notes issues.
- ◆ Team Lead on second shift for the World Wide 7X24 support group.
- ◆ Managed escalation, Sev1 mission critical server crashes.
- ◆ Mentored new analysts on the Domino product.

Team Contributions

- ◆ Member of the Security/Admin team, Crash team, Calendar and Scheduling team, and Performance team.
- ◆ Written over 200 technical documents in multiple areas of the product; technical reviewer.
- ◆ Participated in all aspects of the R5 beta team.

Employee Recognition Awards

- ◆ Good Deed and Employee Added Value awards.

Education

FRANKLIN PIERCE COLLEGE

1990 - Rindge, NH
Bachelor of Arts
Graphic Communications
Summa Cum Laude

Additional Education

BATEC

2015 – Boston, MA
Advance HTML Certification

ePortfolio

www.jeannettepassanisi.com

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