

# Resume: Melissa Draper

## Primary Skills

### Programming

- PHP/MySQL
- Standards compliant XHTML/CSS
- MVC frameworks including Zend
- Javascript & AJAX frameworks

### Customer Relations

- Customer Service
- Tech Support and Troubleshooting
- Negotiating project specifications

### Leadership & Management

- Team Management
- Decision-making and delegation of tasks
- Chairing of meetings
- Conflict resolution, Mentoring and counseling

## Experience

### Web Developer/Programmer, contracted via Babel Com Australia.

May 2008 – Present

Major Projects undertaken included the tasks:

- Technical support via phone and email, including dealing with sensitive information.
- Drawing up technical and functional specifications with clients, both internal and external.
- Documentation of own functionality and that of others.
- PHP development for a range of clients in various frameworks, and assisting with standards compliant and accessible web design for Babel Com Australia client project deployments.

### Business Management

August 2009 – May 2010

Secondment for daily business management, client and customer contact, product design to specification, sourcing and negotiating with suppliers.

### Interface Development and Integration

October 2008 – August 2009

Integration of dynamic interfaces in to an existing complex code base. Development of new interfaces for data collection and auditing within MVC frameworks.

### Technical and Support Coordination

May 2008 – October 2008

Coordination of support customers. Coordinating client requirements with the design personnel and monitoring the training of team members in new skills.

## **Sydney Linux Users Group Secretary**

March 2009 – Current

As an elected board member of this local Special Interest Group, I participate in the organisation and running of monthly seminar-style meetings, and minute-taking of committee meetings.

## **Web and Community Manager, Muli Management**

February 2008 – May 2008

Technical investigations, audits and recommendations in to upgrading Internet infrastructure for anticipated release of open source branch. Interaction with groups relevant to the community focus of the branch.

## **Linux Australia Council Ordinary Member**

February 2008 – January 2010

As an elected board member of this national body, I participated in resolving decisions pertinent to the operation of the organisation while providing assistance to the Special Interest Groups it supports.

## **Ubuntu Contributor & Member**

November 2006 – Current

Volunteer Tech Support over Internet Relay Chat (IRC) and E-Mail, marketing initiatives, advocacy, management of volunteer groups on both international and national levels, mentoring of groups and individuals, and evaluation of volunteers who have applied for membership credentials.

## **Occasional freelancing**

For examples of freelance web design and web development work, please visit my portfolio at: <http://www.meldraweb.com/portfolio.php>

## **Qualifications**

### **Diploma of Information Technology (Website Development)**

Riverina Institute of TAFE, Albury Campus, 2005  
Completed with Credit average.

### **Certificate IV in Information Technology (Website Design)**

Riverina Institute of TAFE, Albury Campus, 2004  
Completed with Credit average.

### **TAFE Statement of Attainment in Information Technology (Dreamweaver MX)**

Riverina Institute of TAFE, Albury Campus, 2003, Semester 2