

Thomas Patrick McKee

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OBJECTIVES

Webmaster – Web Developer

EDUCATION

Pinnacle Career Institute (Formally Electronics Institute)

1996-1998

Associates Degree in Science (Information Technology)

Major: Electronics and Information Technology,
Courses included Computer Repair, Security and Forensics, Server Builds and Maintenance, Networking, Network Security, Telecommunication, Web Development.

Capella University

1998-2000

Bachelor Degree in Science (Computer Science)

Major: Information Technology
Courses included HTML, PHP, CSS, CPANEL, MySQL, Data Analysis, Graphic Design, Search Engine Optimization, Search Engine Marketing, Social Media Marketing, Content Management Systems.

Experience

Fusion Internet Group

1996 - 2017

Springfield, MO

Webmaster and IT manager

Accomplishments

- Webmaster
- Network Installer, Monitoring and Security
- Designed over 200 HTML/CSS websites
- Designed over 400 WordPress, Joomla, Drupal websites
- Worked with Apple, Linux and Microsoft products
- Created Video Tutorials for Clients
- Worked closely with application developers, interface designers, editors and IT communications specialists to ensure website operation's position at the cutting edge of technology.
- Worked in coordination with different departments and clients to sort out their technical issues and address queries in regards to their websites.
- Conducted market research to stay current with the latest technologies as per market trends and standards. Research fields included: SEO, link building, media promotion, social media, web hosting, PHP, web design, etc.
- Performed a variety of webmaster functions to ensure that the website works properly and smoothly, including monitoring its functionality in leading web browsers, its look and feel, navigation and many other Internet issues.
- Ensured compatibility of website with operating systems such as Windows and Macintosh.
- Administered the websites; ensured that the websites were secured and access was limited to authorized personnel/clients only.

Apple, Inc.

2015 - 2016

Cupertino, CA (Work from Home)

Tier 2 Remote Technical Support Representative

Accomplishments

- Promoted from Tier 1 to Tier 2
- Provided Technical Support to Customers and Tier 1 Technical Support Agents
- Worked closely with Apple Engineers to Resolve Trending Issues
- Provided Support to Apple Forum Members
- Provided Support to Apple Stores and Apple Authorized Resellers
- Provided On-Site Support to Apple Servers
- Developed training Procedures for Incoming Tier 1 Agents
- Worked with all Apple products
- Had 97.7% First Call Resolution

SKILLS

- Developed database management for web based properties.
- Performed variety of SEO tasks including: keyword research, content development, site optimizations, brand management, competitive analyses and inbound link building.
- Managed and administered Google Analytics and Webmaster Tools.
- Optimized page content and website performance
- Vast knowledge of web programming and scripting languages.
- Excellent familiarity with E-Commerce and Internet marketing.
- Well-versed in web development applications.