

Meagan Hanes

Web Project Manager

WordPress Designer
& Developer

Technology Speaker

PROFILE

Meagan is a creative & passionate web solutions provider with a proven record of executing a wide range of new media projects on time and under budget. She has exceptional knowledge in using computers, industry-standard programs, the Internet and social media, and digital asset creation, with specialties in the accessible and responsive platform of WordPress. Meagan has extensive experience in managing time and resources in order to exceed goals and expectations. She is a true believer in the power of honest customer service results with outstanding client communication levels, satisfaction, and referrals. Meagan gives back to local and international communities by organizing and mentoring WordCamps, Meetups, and contributing to the Training and Community teams on WordPress.org.

EXPERIENCE

September 2012 – Current

Freelance Web Design + Development

- > Operates a freelance web design, development, and support business
- > Consults with clients of all sizes on leveraging digital marketing to achieve their business goals using WordPress, social media, email marketing, and AdWords purchases
- > Manage project from initial scope + milestones through to final development & deployment
- > Create custom front- & back-end solutions using web and WordPress standards
- > Provide education, ongoing support, maintenance. and problem resolution/feature requests to clients throughout the post-deployment period

December 2016 – May 2017

On The Go Systems

Supporter + WordCamp Ambassador for Toolset & WPML

- > Resolved a wide range of customer-reported problems via a forum-based support system
- > Creatively debugged client websites following a tried-and-true procedure
- > Escalated core plugin bugs to the development team after identifying a reproduction chain
- > Coordinated with a global team for meetings + other internal communications
- > Represented the company at WordCamps across North America

March – November 2015

Epiphan Video

Lead Web Developer

- > Developed and managed Epiphan's WordPress e-commerce website, including a custom WordPress theme, WooCommerce, Yoast SEO, and numerous other plugins (ContactForm7, Product Addons, Table Rate Shipping, EU VAT Tax Exclusions) to achieve a worldwide accessible purchasing and marketing platform processing over \$1M in sales annually
- > Developed WordPress integration with a custom PHP/MySQL CRM system
- > Performed and deployed Core & Plugin updates with thorough use-case testing
- > Scoped and integrated various marketing and communication services: Google AdWords, Google Analytics, Google Merchant Center, Jumplead Lead Generation, Zopim Chat
- > Communicated website results to C-suite management on a monthly basis

239 Thistledown Court
Ottawa, Ontario, K2J 1N1
613-862-4643
meaganhanes@gmail.com

November 2014 – March 2015

The Hill Times Publishing

WordPress Developer

- > Responsible for the redesign of the Hill Times suite of websites, migrating from Drupal to WordPress, including over 20,000 news articles and over 150 authors
- > Required custom theming and plugin customization, advanced plugin integration, custom PHP function creation, standards-compliant HTML/CSS design and development using the Foundation by Zurbs framework

May 2008 – March 2010

IBM Canada, Cognos BI Division

Software Developer

- > Performed all duties of a large-scale audio production studio in successfully hosting, producing, and marketing company-wide podcasts
- > Managed and developed a custom coded internal .NET/ASP2.0 web app
- > Developed reports to analyze reception of website and presented to senior management

EDUCATION

September 2004 – April 2008

Carleton University, Ottawa, Ontario, Canada

Bachelor of Information Technology: Interactive Multimedia and Design

- > Sample of Courses: Web Development, Computer Programming, Graphic Design, Visual Dynamics, Multimedia Data Management, Audio and Video, Design & Authoring, Marketing in the IT Sector, Aspects of Product Design Methodology, Human Computer Interaction & Design, Technology and Culture, Design Studios 1-4 & Senior IMD Project (team productions)
- > Program conducted with Algonquin College; graduated with an *Ontario College Advanced Diploma* in addition to Bachelor of Information Technology
- > Received George Fierheller scholarship

COMMUNITY WORK

WordCamp Ottawa & Ottawa WordPress Meetup Co-Organizer

Adopted the role of Lead Organizer for Ottawa's 2016 and 2017 WordCamps. Contribute to brainstorming, organization, execution, and marketing of this community-focused accessible technology conference. Help foster the community and moderate our online channels.

WordCamp Speaker: Ottawa, Toronto, Montreal, Miami, Chicago, Halifax

Present 45 minute talks on the subject of WordPress and related areas of interest to audiences of 100-300 people. Answer technical questions, leave audience educated and inspired to continue with their learning journey.

WordPress.org Training + Community Team

Working with other global volunteers in creating free lesson plans for non-profits, meetups, and anyone else who wants to help spread the knowledge of using WordPress.

Ladies Learning Code Teacher, Mentor

Mentor and instruct participants on various code-related topics.

SKILLS INVENTORY

MANAGEMENT AND PEOPLE SKILLS

- > Languages Spoken: English, French, Japanese
- > Provide Technology Answers in an Easy-to-understand Way
- > Communicate Clearly, Persuasively and Effectively
- > Answer Questions Confidently
- > Delegate Tasks based on Skills/Desires
- > Train and Grow Team, Motivate and Coach Team
- > Resolve Conflict
- > Set and Achieve Plans and Projections
- > Provide Valuable Feedback
- > Foster a Culture of Success
- > Utilize Technology to Facilitate Project Management
- > Develop SMART Goals
- > Create and Communicate Documentation
- > Develop and/or Follow Standard Operating Procedure

TECHNOLOGY SKILLS

- > WordPress CMS Design, Usage, and Customization
- > Web Design & Development
- > Web Troubleshooting
- > Expert in HTML & CSS
- > Experienced in JavaScript, jQuery, PHP, SQL, Bootstrap/Foundation, LESS/SASS
- > Version Control: SVN, Git, Github/Bitbucket
- > Internet Marketing, SEO, Blogging
- > Windows operating system
- > Mac and Linux operating systems
- > Graphic Design & associated programs (Adobe suite)
- > Audio and Video Production
- > Photography & Post Processing
- > Word Processing, Spreadsheets, Presentations, Report Creation
- > Mobile Application Usability (iPhone and Android)

REFERENCES

References available upon request.