Derek Dyer

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Education
Bachelor of Arts in Technical Writing In New Mass Media from the University of South Florida.

Hardware | Software | Programming

- Mac/PC/Linux
- C panel
- Amazon Web Services
- Microsoft Office
- Microsoft Visio
- Adobe Creative Cloud
- Camtasia
- SCORM
- Google Analytics/Google Webmaster Tools
- Canon Cameras
- XML/XSD
- HTML5/CSS3
- Javascript
- PHP
- MySql
- MAMP/WAMP
- Wordpress

Employment History

Mangrove Software (October 2013 – Present) Tampa, Fl **Visual Marketing**

- Currently spearheading a system wide documentation initiative with a third part LMS to make all instructional content, video and graphic based.
- Editing, maintenance, and if need be, repair of all corporate websites.
- Principal marketing content creator for all corporate entities in print, digital, video, and audio mediums.

Clarity Services Clearwater, Fl **Integration Engineer (**May 2013 – August 2013)

- Facilitated customer's integration into Clarity environment with data security and encryption as a priority.
- Provided technical support for Client Managers.
- Audited inquiries and reports for formatting issues and bad characters.
- Performed MySQL database queries targeting data for trouble shooting issues.
- Wrote system filters in Ruby.
- Navigated through a Unix environment monitoring log files and moving/copying files to client FTP accounts.
- Documentation for internal training.

Mangrove Software (August 2011 – April 2013) Tampa, Fl **SBO Account Manager, Technical Writer, and Q.A.**

- Trained client implementation specialists on new system functionality via web conference showcasing features and answering questions.
- Trained client sales teams how to demo new products and features.
- Updated documentation and created system setup workflows.
- Testing and regression testing.
- Gathered feedback and enhancement requests from beta testing clients
- Monitored CRM for client issues.
- Troubleshoot reported issues, cloned client databases, and sifted through data to find issues.

Freelance Tampa, Fl **Web Design, Web Hosting, Graphic Design, Video Edit**

- Hosting
- Web Design/Development
- Corporate and Instructional Videos
- Google Analytics/Webmaster tools/Trends
- Keyword Analysis
- Graphic Design
- Email Marketing
- SMS Marketing