

FRANK BENEDIK

San Diego, CA, [REDACTED]
Phone Number: (858) 663-1627

Email: bajabenedik@gmail.com
Portfolio: <https://bajabenedik.codes>
LinkedIn: <https://linkedin.com/in/bajabenedik>

Job Announcement Number: TBD
Job Title: Junior Web Designer & Developer
Job Grade: TBD
Country of Citizenship: United States of America
Special Hiring Authority: TBD

PROFESSIONAL SUMMARY/OBJECTIVE

Web development college honors graduate with a talent for visualizing and creating elegant, user-friendly web solutions. Dynamic and detail-oriented developer with a propensity of finding creative answers in overcoming design and functional challenges during project development. Leveraged 20+ years of IT and customer service experience with strong design and analytical skills while at school in creating highly regarded web development projects.

TECHNICAL SKILLS

- **Web CMS/Frameworks:** WordPress, Oxygen, OpenCart, Bootstrap
- **Front-End Languages:** HTML5, CSS3, basic JavaScript
- **Back-End Languages/Databases:** MySQL, basic PHP
- **Web Development Tools:** VS Code, Brackets, Sublime, Dreamweaver, Axure RP
- **Web Debug Tools:** Chrome developer tools
- **Webhosting Tools:** Apache, PHPMyAdmin, XAMPP
- **Web Related Tools:** Freshdesk, Salesforce, Slack
- **Design Tools:** Photoshop, Illustrator, Adobe Animate

MANAGERIAL SKILLS

- Documentation & Reporting
- Issue Resolution
- Team Leadership
- Project Management

PROFESSIONAL EXPERIENCE

WordPress Web Developer	03/2020 – 03/2020
Doctor Multimedia 4660 La Jolla Village Drive, Suite 740 San Diego, CA, 92122 United States of America	Supervisor: AK Murthy Phone: (800) 679-3309 40+ Hours/Week Civilian Employment

COLLABORATION: Collaborated and coordinated with development team using Freshdesk, Slack and Salesforce to effectively manage and execute the demanding volume of day-to-day client requests.

DESIGN: Performed post live support on client WordPress websites by making changes to theme widgets and options, injecting custom HTML content and CSS styling in PHP files, and finding creative ways to customize the built-in site theme to meet client requests.

WordPress Web Designer (Internship)	09/2016 – 03/2019
Homeland Magazine 9528 Miramar Road, Suite 41 San Diego, CA, 92126	Supervisor: Mike Miller Phone: (858) 275-4281 8-10 Hours/Week

United States of America

Civilian Employment

COLLABORATION: Collaborated with owner to effectively fuse differing content (images, articles, and ads) into a coherent monthly online magazine website using WordPress while meeting publishing deadlines in parallel with the print version of the publication.

DESIGN: Counseled owner on content enhancements that meet suggested design principles to improve readability and visual impact to magazine readers and website visitors.

Owner and Operator	03/2012 – 11/2015
Bajabenedik ACFN Services	Supervisor: Self
11309 Ravensthorpe Way	Phone: (858) 663-1627
San Diego, CA, 92131	40 Hours/Week
United States of America	Civilian Employment

MANAGED AND OPERATED all facets of an independent ATM machine small business venture.

CULTIVATED GREAT WORKING RELATIONSHIPS with both clients and bank to ensure continuous operations of ATM machines while also responding rapidly and effectively to troubleshooting calls to minimize downtime towards maximizing profits for all parties involved.

KEY ACCOMPLISHMENTS:

- Planned out weekly monetary requirements and coordinated cash orders with bank to replenish funds for customer ATM withdrawals while achieving 99% uptime of machines.

Information Technology Manager	04/2009 – 12/2010
Kyocera International Incorporated	Supervisor: Mark Shields
8611 Balboa Avenue	Phone: (858) 576-2600
San Diego, CA, 92123	40 Hours/Week
United States of America	Civilian Employment

CUSTOMER SUPPORT: Managed daily operation of Corporate IT Helpdesk and IT Accounts Administration groups supporting 3,000 employees and contractors. Support included resolving customer problems over the phone, creating and removing user accounts specific to job function, and coordinating hardware repairs.

SELF-HELP SYSTEM: Created and maintained self-help IT user guides for corporate business systems and client software that employees could download off the IT Intranet.

TECHNICAL WRITING: Wrote effective and easy-to-follow technical emails for employees explaining complicated IT infrastructure downtimes, project rollouts/upgrades, and other IT-related events. Communication included advanced notice followed by rapid response to customers who encountered problems.

COLLABORATION AND TESTING: Collaborated closely with the IT Infrastructure team during SDLC of upgrades/rollouts to critical business systems by rigorously testing, documenting, and advocating UX/UI modifications before deployment.

KEY ACCOMPLISHMENTS:

- Effectively achieved a 94% resolution rate on the first call for the IT Help Desk team while processing over 50 new and terminated employee account profiles per month by the Accounts Administration teams resulting in a 20% increase in positive feedback by employees.
- Successfully created a self-help content system on the IT Intranet resulting in a 30% decrease in IT Help Desk support calls.
- Rigorously tested and resolved problems during IT project rollouts resulted in a 95% client success installation/upgrade rate.

Information Technology Supervisor	01/2000 – 03/2009
Kyocera Wireless Corporation	Supervisor: Leslie Hodge
10300 Campus Point Drive	Phone: (858) 442-5861

San Diego, CA, 92121
United States of America

40 Hours/Week
Civilian Employment

IT Help Desk Analyst, Sr.

09/1997 – 12/1999

Qualcomm
5775 Morehouse Drive
San Diego, CA, 92121
United States of America

Supervisor: Mike Barboni
Phone: (858) 587-1121
40 Hours/Week
Civilian Employment

IT Systems Administrator

06/1996 – 05/1997

Mitretek Systems
7515 Colshire Drive
McLean, VA, 22102
United States of America

Supervisor: Dennis Copeland
Phone: unknown
40 Hours/Week
Civilian Employment

IT Systems Administrator & Technical Aide

05/1987 – 04/1996

MITRE Corporation
7515 Colshire Drive
McLean, VA, 22102
United States of America

Supervisor: William Zeiner
Phone: unknown
40 Hours/Week
Civilian Employment

MILITARY EXPERIENCE

Administrative Security Specialist

03/1983 – 03/1987

United States Air Force, 1st Information Systems Group
The Pentagon
Washington, DC, 22202
United States of America

Supervisor: SMSgt Michael Rusaw
Phone: unknown
40 Hours/Week
Federal Employment

EDUCATION

San Diego Mesa College, San Diego, CA, 92111

05/2019

Associate of Science, Web Development
GPA: 3.89, graduated with Honors
Relevant Coursework:

[7250 at Culinary Outlook](#) restaurant website

- Freelance website built using WordPress for Culinary Arts Program client at San Diego Mesa College for displaying daily lunch and dinner menus and exposure to culinary arts program. Applied extensive customizations to meet client's needs.

[One Stop Surf Shop](#) e-commerce website

- Built e-commerce website using OpenCart for E-Commerce class at San Diego Mesa College. Extensive customizations under framework editing twig, css, and php files while also implementing a sandbox payment system.

[Spot Surf San Diego](#) surfing information website

- Freelance and public surfing website built with Dreamweaver without any use of templates or frameworks. Site geared towards surfers who want information on specific San Diego surf spots.

San Diego Mesa College, San Diego, CA, 92111

05/2019

Certificate of Achievement, Web Design
GPA: 3.89, graduated with Honors