

# Aaron L McNeal

Web Developer and Engineer

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## OBJECTIVE

Utilize my programming, development, and communication skills to provide customized web solutions and customer support for clients.

## PROFESSIONAL EXPERIENCE

**FullSteam Labs** | Developer & Customer Support  
July 2018 - Present

- Frontline responder for customer support issues, aimed at maintaining positive client relationships.
- Primarily focused on WordPress websites, including styling custom themes and configuring plugins
- Configure third-party templates, including MailChimp campaign template.

**Pixo** | Developer & Support Engineer  
March 2013 - June 2018

- Led support efforts for 25+ maintenance clients; frontline responder for customer support issues.
- Worked with team to develop Support methodologies and SLAs.
- WordPress experience includes developing custom themes, child themes, plugins, and troubleshooting.
- Drupal experience includes maintenance, updates, and troubleshooting.
- Hosting configuration for Linux and Windows servers.
- Static site generator experience using JavaScript, focused on responsiveness.
- Expertise in accessibility, worked with leading University of Illinois Disability Resources and Educational Services staff to hone skills.
- Practiced and enhanced Clean Code practices as part of a diverse engineering team.

**Adayana Gov't Group** | Web Training and Gaming Developer  
January 2009 - July 2012

- Developed Flash-based training courses for government use.
- Work with a team to create a 3D learning game for SERE - Survival, Evasion, Resistance and Escape

## TECHNICAL SKILLS

### Software:

Git	Visual Studio
JIRA	Adobe Creative Cloud
Zendesk	Google Suite
Help Scout	Microsoft Office
JetBrains	

### Languages:

HTML, CSS, SASS	SQL, Couch
JavaScript	React
Grunt, Gulp, NodeJS	Twig
PHP	

### Content Management Systems:

Drupal	WordPress
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### System Administration:

Windows	Linux
Mac	

## AWARDS & ACTIVITIES

- 2011 - present: Contributor for Horrible Night, a video gaming website. Write articles, record podcasts, and livestream video games with a crew of fellow friends and gamers.
- 2005 Business Professionals of America State Leadership Conference Web Page Design, 2nd Place Award
- 2004 National Achievement Scholarship Program Outstanding Participant
- 2003 Xavier University SOAR 3 Summer Program for Computer Science Majors Superior Performance Achievement Award

## EDUCATION

**Purdue University, Indiana** **2008**  
Bachelor of Science Computer Graphics Technology with an emphasis in Web Design and Multimedia

**Parkland College, Illinois** **2013**  
Web Developer Certificate