

Timothy P.Rhoads

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Position Sought

WordPress and Web Hosting Consultant, SEO Consulting for WordPress websites, Jr. PHP developer.

Academic Qualifications

2000 Microsoft Certified Professional

Education

1997-2001 College Of Dupage. Computer Science

Work Experience

June 2004 – Current Solarblu.net

Freelance programmer, Network Administrator, Website Designer and Project Manager.

- ⤴ Using Flash, ASP, PHP, and MySql provide programming for web based applications.
- ⤴ Provide Security Analysis and network configuration for existing networks.
- ⤴ Help small business owners with their websites and implemented updates and new features to fit their needs.
- ⤴ Server setup and configuration for small business needing to implement centralized storage and network security.
- ⤴ Design and upgrade websites, promotional tools, programming services, and software products.
- ⤴ Search engine Optimization, and advice on website marketing so that sites do well in the organic, crawler-based listings of search engines such as google, msn and yahoo.

Dec 2010 - March 2011 Traderoutlook.com

WordPress Developer, SEO Analyst, Usability Consultant.

- ⤴ Recommendation, configuration and implementation of plugins that will help the client achieve SEO results with little effort.
- ⤴ Configuration and migrant of amember a membership system for WordPress.
- ⤴ Easy to use Customer service page that is dynamic and based on the members level of membership.
- ⤴ Custom Coded product page with best practices for execution of sales located at: <http://www.traderoutlook.com/products/>.
- ⤴ Solarblu.net Ignition Plugin allowing the client to easily make site wide changes without touching a line of code.
- ⤴ The use of authority and brand icons to give more authority to the website.

- ⤴ V-Slider Image rotation for the homepage to give the potential client a more professional perspective of the website to set it apart from others in the industry.
- ⤴ A custom video on the homepage to give authority to the site as being the only site owned and operated by the owner Bob Iaccino.
- ⤴ Easy to find social media icons to improve client exposure and help with social networking.
- ⤴ Dynamic customer testimonials on the homepage.
- ⤴ Custom Dynamic video landing page that allows client to easily add new video content to their website using our Solarblu.net Ignition Plugin as seen on: <http://www.traderoutlook.com/videos/media-spots/>

January 2010-August 2010 SEODesignsolutions.com

Technical Project Manager, Web Hosting Administration, WordPress Developer

- ⤴ Managed Client Deadlines, project timelines and project execution.
- ⤴ Managed relationships with hosting companies to provide viable hosting solutions to clients.
- ⤴ Created custom WordPress themes for clients that would help them monetize and execute a successful SEO Campaign.
- ⤴ Centos, Cpanel, LAMP administrator of dedicated servers.
- ⤴ WHMCS, CRM, Business Applications Specialist. Implemented, configured and consulted solutions that would help company streamline processes.
- ⤴ Direct and manage web and software development projects from beginning to end.
- ⤴ Developed best practices, techniques, and tools for project planning, execution, project management, ongoing milestone/deliverable tracking, communication and key performance metrics.
- ⤴ Proactively manage changes in project scope, identify potential issues, and devise contingency plans
- ⤴ Ensure Project Team members were accountable for assigned tasks.

March 2008- May 2009 Midphase Services

Client Services Manager

- ⤴ Manage domain registration business and resolve any legal, ICANN, UDRP and WHOIS Accuracy issues including but not limited to transfer disputes, payment issues and escalated tickets.
- ⤴ Create PHP MySQL solutions to help streamline business practices integrating solutions with third party API's.
- ⤴ Communicated with administrators, tech support, billing and department managers to resolve customer issues and improve quality of service.
- ⤴ Review tickets, chats, forums for common issues that can be documented as well as escalated unresolved issues.
- ⤴ Discuss with customers their concerns and ideas on how we can provide a better quality of service.
- ⤴ Research issues and provide accurate documentation of resolutions for customers and support staff.
- ⤴ Training Staff (both technical and procedural)
- ⤴ Act as a "go to" person for handling undocumented or difficult situations.
- ⤴ Escalate issues to appropriate managers to help alleviate customer's issues.
- ⤴ Created reports from call, ticket and chat logs. Created detailed reports of commissions, sales, retentions and chargeback's that help make vital decisions for the company's procedures and growth.

December 2006- March 2008 Midphase Services

Promoted to Accounts Receivable/Payable Manager.

- ^ Processed and won 98% of chargeback's. Responded to credit card companies with details about customer's online purchases.
- ^ Created procedures for collecting on invoices, reactivations and account suspensions.
- ^ Made sure orders that were processed met explicit criteria to avoid processing fraud. Made sure potential customers who did not meet these criteria provided additional information to prove their orders were not fraudulent.
- ^ Processed upgrades, security certificates for websites, domain registration, cancellations and renewals.
- ^ Suspended or terminated accounts in violation of DCMA, or for abusing our terms of service.
- ^ Quality controlled, created procedures, provided training and documentation for all billing department processes.
- ^ Communicated with administrators, tech support, customer service and department managers to resolve customer issues and improve quality of service.
- ^ Interviewed, hired and terminated employees for various departments within the company.
- ^ Trained technical support and billing representatives.
- ^ Audited billing and services to make sure services provided were accurate and being paid for.
- ^ Talked to customers to make sure the services they were ordering were appropriate to their needs.

December 2004 – December 2006 Midphase Services

Level 2 Phone and ticket technical support.

- ^ Audited billing and services to make sure services provided were accurate and being paid for.
- ^ Talked to customers to make sure the services they were ordering were appropriate to their needs.
- ^ Provided technical support for shared, reseller, VPS and dedicated server hosting.
- ^ Created customer tutorials to help hem with common service issues regarding Frontpage and Dreamweaver site setup and configurations.
- ^ Reset passwords for hosting accounts and helped customers with control panel navigation and explained features (Cpanel/WHM).
- ^ Processed orders that were received and reviewed them to make sure they were not fraudulent.
- ^ Communicated with Level 1 technical support with issues that need to be resolved.

June 2001 - June 2004 Sackett Systems/Delta Equipment

Network Engineer, Application Developer, Web Developer, Crystal Reports Writer

- ^ Maintain 4 NT 4.0 and 1 Windows 2000 Servers and 55 Windows 2000 Professional Workstations, 5 Windows XP Professional Workstations, 15 Windows 2000 Professional Laptops, and 5 Windows XP Laptops. Maintain 10 Hewlett Packard Printers/Plotters.

- ^ Upgrade Client computer with new software, Service Packs, Plug-ins, Microsoft updates, and hardware.
- ^ Maintain and established a Help desk Program for tracking issues and Workstations traits.
- ^ Resolved Problems with vendor Products.
- ^ Wrote over 25 Programs in Visual Basic 6.0, FoxPro 6.0, Crystal Reports 10, Flash MX 2004, and DreamWeaver MX 2004.
- ^ Maintain Sales Presentation in Flash MX, Fireworks MX, and DreamWeaver MX
- ^ Maintain Internal Website Content Management System, to provide users with relevant customizable information.
- ^ Write and maintain programs for producing product specific user and maintenance manuals for fabricated machines using FoxPro 6.0, DreamWeaver MX 2004, AutoIT, Crystal Reports 10, Adobe Acrobat 6.0, and Visual Basic 6.0.
- ^ Change, update and verify network passwords and Log-on settings.
- ^ Maintain, Install, Update and research AutoDesk Inventor Series Products.
- ^ Implemented, developed, and maintained Customer Service Program
- ^ Run Rockwell Automation Products to update the chips on specific fabricated machines.
- ^ Maintain Retrospect Software Backup Program. Restore files from backup when needed.
- ^ Monitor Cisco Pix 501 VPN Device, Server and Client Software.
- ^ Maintain, implement, update, and verify Site-wide Antivirus, scans and settings

References upon request