

Kim Gallagher

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SUMMARY

My background includes front end web design and development, UX and graphic design, digital training, business and website analytics, and system analysis, business intelligence, and project management experience in commercial and government environments.

EDUCATION

B.S. COMPUTER SCIENCE | CLARION UNIVERSITY OF PENNSYLVANIA

SKILLS

HTML, CSS, Bootstrap, LESS, JavaScript, Kendo, Kentico, User Experience Design, Graphic Design, Business Analysis, Website Analysis, Technical Writing and Documentation, Online Training Development, SEO, PPC, WordPress, SQL, Visual Studio, TFS, Adobe Dreamweaver, Fireworks, Photoshop, Illustrator, Acrobat, Captivate, RoboHelp, Google Analytics, Google AdWords, SharePoint, and Microsoft Office

EXPERIENCE

IT PROFESSIONAL PROJECT MANAGER | BECHTEL PLANT MACHINERY, INC

October 2017 - Present | Monroeville, PA

- Software Application IT Project Manager for US Navy prime contractor
- Security clearance
- Project Management
- Business Intelligence

SENIOR APPLICATIONS ANALYST | MANAGEMENT SCIENCE ASSOCIATES, INC

August 2015 - September 2017 | Pittsburgh, PA

- Front end developer for corporate website and Intranet
- Senior Application Analyst and UX Designer for EDITLife Application, software for comprehensive tracking, evaluation, and follow up of solid organ and bone marrow transplant patients
- Kentico CMS administration

CONSULTANT II UX DESIGNER | SDLC PARTNERS, LP

August 2013 - February 2014 | Monroeville, PA

- Front End UX Designer for responsive website using Visual Studio/TFS incorporating Kendo interfaces, LESS CSS, Bootstrap libraries
- Create mockups and wireframes with Axure software, Adobe Photos, CSS and HTML, Photoshop, & InDesign
- Redesigned website graphics to vector icons reducing http calls and improving performance
- Collaborate with team members to define & design the user experience for clients
- Evaluate usability of client products and make suggestions for improvement

WEB DEVELOPER | CHROMALOX

January 2009 - November 2012 | Pittsburgh, PA

- Collaborated with business and marketing to create ecommerce promotions and increase website traffic
- Project lead for lead creation application working with marketing, sales, customer service, and IT dept.
- Accomplishments from optimization of ecommerce site using SEO best practices
 - Increased Google indexed pages from 58% to 97% indexed
 - Increased organic search engine traffic by 79% and Adword traffic by 273%
 - Increased public site revenue by 154% while decreasing Adword budget costs
 - Increased benchmarked 1st place ranked keywords by 16%

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WEB DEVELOPER | CHROMALOX (continued)

- Maintained public 2,000+ page website; increased traffic & revenue while reducing Adword costs
- Reported on web stats/metrics highlighting SEO progress for managers and marketing
- Presented quarterly presentations for CEO and upper management on ecommerce websites
- Created recurring Google Analytic Reports for keywords, traffic, device usage, and user demographics
- Expand social media presence with Facebook, YouTube, Exact Target email campaigns
- Developed YouTube help videos for ChromeTrace custom software using Adobe RoboHelp
- Managed reorganization project of 2000+ PDF technical documents on ecommerce sites with 100% link integrity
- Maintained SharePoint Intranet, 7 international websites, and 1 external division website
- Created online training for internal and external web applications
- Researched new technology for upper management and participated in technical strategic planning

ONLINE TRAINING COORDINATOR | PHILIPS SLEEP AND RESPIRATORY CARE

July 2007 - January 2009 | Murrysville, PA

- Created Web-based Online Training for SAP R/3 PDM for engineers and support staff with Global Knowledge OnDemand LMS software
- Qualified the Global Knowledge OnDemand LMS training software in accordance with corporate change procedures
- Developed the Global Knowledge OnDemand LMS training portal for total information accessibility including courses, policies, procedures, notes, and lessons learned

WEB ADMINISTRATOR | GATEWAY HEALTH

April 2001 - July 2007 | Pittsburgh, PA

- Complete redesign, reorganization, and reengineer of Internet and Intranet sites
- Increased web traffic by 1,840%, from 10,000 to 194,000 page views
- Designed online interactive pharmacy formulary
- Generated web stats for departmental managers
- CMS administrator

WEB DEVELOPER - NETWORK ADMINISTRATOR | PITTSBURGH STEELERS

April 1999 - April 2001 | Pittsburgh, PA

Web Developer

- Complete redesign of text-based website to 600+ pages including: design, content, sound, video, webcam, bulletin board, and e-commerce
- Website cited in Pittsburgh Post-Gazette as "best AFC website" after redesign
- Increased page views by 181%, from 923,000 to 2,600,000
- Setup of Yahoo ecommerce store for Steelers merchandise

Systems Administration

- Responsible for 3 NT network servers, including monitoring, security, backup, installations, and upgrades
- Installation, configuration, and maintenance of hardware and software for 50 workstations and laptops
- User support and helpdesk for all users

COMPUTER TRAINING CENTER MANAGER | THE LEARNING CENTER

November 1993 - January 1998 | Seneca, PA

- Initiated a successful Accredited Pennsylvania Department of Education Computer Job Retraining Program
- Supervised 3 full time and 4 part time instructors
- Responsible for day-to-day operations for a dual lab computer-training center
- Class bookings for corporate clients, scheduling of classes, facilities, and trainers