

# Sylvia A. Rudy

## Senior Website Consultant

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### *Talents*

#### Organization

process improvement, procedures, scheduling, document maintenance, technical writing

#### Leadership

escalations, administration, project management, product development and training, framework transitions

#### Technology

trend tracking, community moderation, social media, brand management, seo/sem

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### *Work Experience*

#### Senior Website Support Specialist at Lexis Nexis / Martindale Hubbell (Lawyers.com)

*2001 - Present*

Website customization, including hand coding html/css, some php, image editing, design updates; Assisted in development, migration, and support of website and email hosting platforms; Performed workflow analysis and maintenance of documentation library; Expert in proprietary web page editing program; Telephone escalations; Training level 1 representatives as well as overall support for internal systems migration; Customer support and technical assistance; Dedicated support for high-touch clients.

#### Marketing Manager at Fulcrum Logic, Inc.

*2000-2001*

Design and maintenance of company web site and intranet; Design for contracted web sites; Sales support (4 people), HR support (2 people), marketing, contract administration; Composition and editing of company documents, including contracts, weekly newsletter, and quarterly newsletter.

## Consultant at Randstad

1994-2000

Novartis Pharmaceuticals, 1997 - 2000: Three years at Novartis Pharmaceuticals Biostatistics department. Intranet Content Manager. Coordinated time recording for department, including department-wide reports. Maintained files for FDA audit. Prepared departmental procedures and templates.

AT&T, 1995-1996: Financial coding; Desktop publishing; Procedures development; Maintaining/tracking schedules; Administrative duties.

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## *Key Skills*

Hand coding HTML/CSS  
Light PHP/scripting  
Wordpress  
Process Development  
Editing

Project Management  
Web Design  
Software Documentation  
Training  
Content Management

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## *Education*

### Upsala College

*Bachelor of Science, 1995, Mathematics*

Semester abroad, St. Nazaire, France

### Reed College

*undergraduate*

Major in physics and mathematics