

# Joanna Johnson

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## Summary

Experienced WordPress expert and team leader with over 10 years of experience in client management, technical acumen, and solid expertise in CSS, HTML, plugin management, SEO best practices, Advanced Custom Fields, and website security management. With exceptional communication skills, attention to detail, and a keen eye for design, I deliver high-quality work independently or as part of a team.

## Skills & Abilities

### LEADERSHIP

- 6 years managing small-scope projects (1-7 days completion time) within a timeframe and budget.
- Proficient in team training through screenshare walkthroughs and written instructional documents.
- 4 years managing client ticket system including analyzing requests, delegating tasks to the appropriate team members, sending price quotes when needed, and maintaining positive client relationships.

### TECHNICAL SKILLS

- Expert knowledge of CSS and HTML (8+ years), mid-level PHP & Javascript skills (3+ years).
- 10 years of experience developing complete websites on Wordpress (Divi theme), including e-commerce sites.
- Experience working in custom built websites – code changes, styling, content management.
- Skilled in Advanced Custom Fields to build pages or add sections/content to existing pages.
- Knowledgeable in reviewing and adjusting website responsiveness and mobile-first approach.
- Proficient in the implementation of on-site SEO best practices.
- Quickly pick up new technologies and code languages, especially with on-the-job execution.
- Able to identify and resolve plugin and theme conflict issues, including installing or updating plugins/themes through FTP.

### COMMUNICATION

- 5+ years as point of contact for client communication (daily requests, large scope projects).
- Provides and receives peer review feedback on code, design elements, and website additions.
- Communicates effectively with clients to ensure understanding and acquire all necessary information and resources to complete projects/tasks.

## Experience

### WEBCARE LEAD | JOLLY CREATIVE AGENCY | 02/2017 - PRESENT

- Managing client communication and daily requests, delegating each item to the appropriate team member, quality checking work to ensure high standards met, building and editing Wordpress sites, troubleshooting website display issues or conflicts, training team members.

### PATENT ILLUSTRATOR / JUNIOR PATENT WRITER | INTEGRITY PATENT GROUP | 01/2014 – 10/2017

- Created patent illustrations, drafted patent filings, quality checked patent documents.