

# MARK DAVE SCOTT

WEB DEVELOPER | WEBMASTER | GRAPHIC DESIGNER | DIGITAL MARKETER

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## EXPERIENCE

### TRANSFORMATIONAL OUTSOURCING, INC.

Mabalacat, Pampanga  
2012 – 2019

#### SENIOR WEB DEVELOPER

Coordinated tasks among the web development team members.

Was the designated point-of-contact of clients for various web projects through phone and email.

Provided technical support to clients through phone and email when necessary.

Created website tutorials for clients when requested.

Provided fine-tuning and quality assurance checks before finalizing websites.

Troubleshoot website, domain and hosting problems.

2012 – 2019

#### WEB DEVELOPER | WEB MASTER | GRAPHIC DESIGNER

Created web design proposals and other relevant marketing materials for clients using Adobe Photoshop and Illustrator.

Developed websites using WordPress CMS platform along with HTML, CSS, PHP, JavaScript and Bootstrap coding.

Managed client domain and hosting accounts and servers as the designated Webmaster.

Set up, updated and maintained website databases through PHP MySQL.

Set up, updated and maintained CPanel, SSL, email service and other back-end technologies.

Set up and implemented SEO, Google Analytics, Google AdWords and FB Pixel.

2011 – 2012

#### SOCIAL MEDIA MARKETING AGENT

Managed social media accounts of US-based clients, namely Facebook, Twitter and LinkedIn.

Created graphic designs and content for social media, newsletter and other marketing materials.

Proof-read and curated content articles for website postings and newsletters through InfusionSoft and FireDrum CRMs.

Set up and managed clients' Youtube accounts and video postings.

Researched pertinent articles for social media and website postings.

Generated weekly and monthly reports of social media performance for clients.

Regularly corresponded with clients regarding social media campaigns and answering queries.

**STREAM GLOBAL SERVICES**

Clark Freeport, Pampanga  
2010 – 2011

**SUTHERLAND GLOBAL SERVICES**

Clark Freeport, Pampanga  
2008 – 2010

2007 – 2008

**DIGITAL INFOSTRUCTURES**

Ayala, Makati  
2005

**HOLY ANGEL UNIVERSITY**

Angeles City, Pampanga  
2019 – Current

**ANGELES UNIVERSITY**

Angeles City, Pampanga  
2018 – 2019

**ANGELES UNIVERSITY**

Angeles City, Pampanga  
2000 – 2006

**AOL TECHNICAL CONSULTANT**

Provided over the phone technical support across AOL's multiple brands and platforms.

**MCAFEE ESCALATION TEAM AGENT**

Provided Tier 2 level support to customers and took supervisory calls and escalated cases.

**MCAFEE CUSTOMER SERVICE AND TECH SUPPORT**

Provided over the phone customer service and technical support for McAfee's North American customers.

**APPRENTICE/ON-THE-JOB TRAINEE**

Provided website maintenance and back-end software support along with drafting manuals.

**EDUCATION**

**MASTER IN INFORMATION TECHNOLOGY**

*In Progress*

**MASTER IN INFORMATION TECHNOLOGY**

**DOUBLE DEGREE PROGRAM**

Bachelor of Science in Information Technology

Bachelor of Science in Business Administration, Major in Marketing