

# Lisa M. Riggle

Address information available upon request.

## Education

Park University – Parkville, MO  
Bachelor of Arts in Computer Science

(August 2001 – August 2006)  
GPA: 3.2

## Experience

ChickARG

(March 2009 – Present)

*Wordpress Theme Building and Web Systems Implementation*

- Created functioning Wordpress themes from pre-made graphical designs using PHP, CSS, XHTML and JavaScript.
- Proposed a fully integrated user experience based off of the Wordpress framework: includes multiple forums, character blogging, player blogging and social networking.
- Part of the implementation team for the Wordpress based user experience described above.

Union Station Kansas City, Inc.

(July 2006 – August 2009)

*IT Support Specialist*

- Prevent excessive downtime and work-loss by evaluating and solving computer, software, network, printer, and telephony based technical problems experienced by employees at Union Station and the Kansas City Museum.
- Increase efficiency within the company by working and completing ongoing programming projects.
- Increase efficiency within the company by writing and providing documentation for troubleshooting and training for the end user.

Harley Davidson Motor Company

(May 2004 – January 2005)

*Intern/Co-op*

- Prevented excessive downtime and work-loss by evaluating and solving/escalating computer, software, network, and printer based technical problems experienced by Harley Davidson employees.
- Participated in web presence enhancement by proposing a redesign of the workstation support (help-desk) website on Harley Davidson's Intranet.
- Increased workstation support efficiency by helping to create a web-based request system that submitted specific ticket information which needed to be handled by another part of the IT department.

H&R Block Customer Call Center

(December 2002 – April 2003)

*Customer Service & Software Support Specialist – Tier 1*

- Performed the duties of a Tier One software support specialist by fielding, escalating, and resolving technical support calls from tax preparers throughout the country.

Park University

(September 2002 – May 2006)

*Departmental Assistant & Webmaster*

- Assisted in the day-to-day operations of running a university department, including filing, receptionist duties, data entry, and general office work.
- Increased customer satisfaction and reduced cost with the Park University Nursing Program by creating an online application system for prospective students to access and download information and instructions on how to apply to the program.
- Established the Park University Nursing Program's web presence by designing, editing, and maintaining their departmental website within Park University's web system.

## Portfolio

A portfolio of my web programming work (with some code samples) can be found at the following web address:

<http://www.julisana.com/portfolio>.