


JENNIFER HEISKELL

WEB DESIGNER & MANAGER

CONTACT

 229-344-1088

 jlheiskell@gmail.com

 Raleigh, NC

 jenniferheiskell.com

SKILLS

- Linux: Debian & Red Hat
- WordPress
- Elementor
- HTML/CSS/Javascript
- GitHub
- Kubernetes
- Adobe Creative Suite
- E-commerce (Shopify, Squarespace, WooCommerce)
- Web Hosting/Server Mgmt
- TCP/IP Protocols
- SEO
- Google: Cloud Platform, Analytics, Search Console, Merchant Center, Business Profiles
- DNS Records
- Domain Registrars
- Email Server
- Virtual Machines
- Customer Service 10+ Years

EDUCATION

B.S Business Management

Columbia Southern University

2010-2014

Graduate Certificate Information Systems Security

University of Denver

2017-2019

CERTIFICATIONS

Datacenter Virtualization

Vmware Certified Professional

2021

WORK EXPERIENCE

Web Manager

Mythic Landing Enterprises

May 2024- Present

- Successfully migrated and upgraded servers for 40 client websites including DNS and email systems achieving 100% uptime post-cutover and improving performance metrics by 50%.
- Restructured web management operations, leading to faster issue resolution (from 72 to 24 hours), and increasing customer satisfaction scores by 30%.
- Add best practices for SEO and keyword research on sites to create over 400% growth in organic traffic for small businesses
- Web Design including small developments with HTML5/CSS/Javascript
- Testing AI integrations with Google Cloud Platform & Google Analytics
- Design and maintain 40+ e-commerce and brochure websites across several CMS platforms including WordPress w/ Elementor, WooCommerce, Wix, SquareSpace, and Webflow
- Manage rebranding for google searches for brochure and ecommerce sites

Information Security Engineer

Cisco

June 2022- February 2024

- Created and modified BOMs for Lab and Production clusters that involved UCS blades
- Lead POC projects including Jira integrations.
- Managed, monitored, and patched Production VMware environments: domestic, international, and Fedramp
- First point of contact for Team's Lab Datacenter

Systems Engineer- Staff

MacStadium

August 2019- April 2022

- Promoted due to consistent metric achievements
- Lead cross-functional teams projects to design, deploy, and support optimal customer solutions
- Developed automation scripts in Ansible, enhancing operational efficiency by 30%
- Managed Cisco UCS blades in a multisite environment
- Oversaw customer support/ticketing system with over 800 clients
- Managed Orka Software (orchestrated by Kubernetes) internally including deployments, support, and quality control/QA testing starting with Beta, POC, and Production
- Collaborated and documented better monitoring solutions and processes

LMS Systems Administrator

Orbis Education

June 2017- June 2019

- Led the support and security for our 14 university partners learning management systems (Canvas & Blackboard) with 1500+ end users
- Implemented and maintained confidential data through FERPA utilizing file transfers with SFTP
- Built test sites through Virtual Box in Linux Ubuntu