

CORONA RIVERA

Oakland, California • 510-632-1210 • rivera@coronasdomain.net

Professional Summary

- Provided excellent Customer Service throughout all roles
- Certified Dreamweaver Developer
- Provided technical support for both Dreamweaver and Fireworks
- Expert in graphic design implementation to HTML
- Experienced in writing, graphic editing, prose editing, technical review
- Insatiable curiosity, self-motivated, project driven

Professional Experience

Napa Emergency Women's Services (NEWS) April 2011-June 2012

napanews.org

IT/Donor Database Mgr:

- Designed reports for Marketing Developers
- Created codes and tagged donors for marketing purposes
- Recurring donation management
- Maintained web site
- Provided desktop support for 20 staff members

John Muir Health Systems January 2007-October 2008, May 2009-December 2010

johnmuirhealth.com – RHI Staffing

Intranet Developer:

- Developed tutorials for web administrator of pages in the Oracle Portal environment
- Designed department sites; from interview/conception to complete department site

Data Abstractor:

- Abstracted data from Midas Database and generated new reports in MS Excel

Controltec, Inc. March-September 2006

controltec.com

Documentation Specialist:

- Developed contextual HTML Help Files
- Critiqued software

BANANAS, Inc. March 2005-March 2006

bananasinc.org

Alameda CEL Database Coordinator:

- Administration of database for eight childcare agencies
- Managing integration of additional 34 agencies
- Generated reports
- Trained agents
- Set procedures
- Critiqued software

Kagi Online Store January-July 2005

kagi.com

Designer:

- Designed templates for client options to be compiled using CSS and XSL technologies

Antonio J. Rivera, Artist September 2001-Present

antoniojrivera.com

Web Developer:

- Designed and developed site
- Created database for photos

SBC (*Sub-contracted Sono Group*) January-October 2004

SBC.com – sonogroup.com

Project Manager Assistant:

- Created Flash *Show-me* tutorial for CMS software using RoboDemo
- Supported three Project Managers in tracking milestones, generated work requests, change requests and reports
- Managed document archive

Macromedia, Inc. May 2000-October 2002

adobe.com/support/

Technical Writer & Technical Support Engineer:

Provided technical support for web authoring software, Dreamweaver and Fireworks
Answered calls and emails, providing technical support, trouble shooting and design tips to end-users

Wrote technical articles (Macromedia TechNotes®)

Performed technical review

Peach Pit Press June 2002

peachpit.com

Technical Editor:

Performed technical review for *Macromedia Dreamweaver MX Training from the Source*
Chapters 9-17, Pub. Macromedia Press

San City Productions November 2000, January 1998, July 1997

fmtsyste.ms.com

Web Developer:

Web maintenance

Documentum's Relevance Group August-December 1998

software.emc.com

Technical Writer:

Wrote 55 page User Help for new software

Converted 55 page User Help manual for new product into web-based online help

Computer Languages

HTML5
JavaScript
ActionScript
CSS

Tools

Captivate
Contribute
Dreamweaver
CourseBuilder
Flash
Authorware
Fireworks
MS HTML Help Workshop
Photoshop
PageMaker
Acrobat Exchange
FrameMaker
MS Project
FileNet
Microsoft Office

Credentials & Education

HTML Writers Guild
Project Management
Design
Certified Dreamweaver MX
Developer
Fast Track to Macromedia Flash
MX
ActionScript Salon, North Bay
Multi Media Association
Macromedia Technical Support
Team:
Dreamweaver, Fireworks,
Contribute
Webster Institute of Technical
Skills
New College of California
BA, Humanities

Affiliations

Mt. Diablo, American Society for Training & Development
(ASTD)
The eLearning Guild, Cyberspace
International Webmasters Assoc. – HTML Writers Guild,
Cyber-Space
Webgrlls, San Francisco, Silicon Valley