Joey R. Froemling

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Portfolio: https://shenanigans-and-sass.net

Core Skills

Design & UX: Figma, Sketch, InVision, Adobe Suite (Photoshop, Illustrator), Wireframing, Prototyping, Accessibility, Branding, Design Systems, Responsive Design, Graphic Design, Book Formatting

Development: HTML, CSS, JavaScript, Angular, Java, C#, SQL Server, Git, CMS (WordPress, WooCommerce), TypeScript, MySQL, PostgreSQL, Linux (CentOS)

Tools & Platforms: Visual Studio, Microsoft Office, SharePoint, ColdFusion, PowerBI, Atticus, Scrivener, SSRS, Linux, Scrivener, ProWritingAid, Webmin, Virtualmin

Soft Skills: Leadership, Mentoring, Communication, Instructional Design, Documentation, Team Collaboration, Presentation, Mediation

Professional Experience

Owner & Creative Director The Great Yarn Dragon, LLC — Remote | Jan 2020 – Present

- Designed and produced over forty custom print-ready book covers for fiction and instructional content.
- Created crochet patterns, class materials, and instructional graphics.
- Grew client base through digital and in-person sales.
- Maintained eCommerce platforms using WordPress, WooCommerce, and custom plugins.
- Wrote, formatted, and published multiple fiction novels.
- Managed branding, digital marketing, and social media strategy.
- Administered Linux server with a variety of sites who used legacy code such as Perl and PostgreSQL through websites using modern eCommerce platforms.
- Drove creative works through short stories, novels, and marketing materials using modern tools such as Adobe Creative Cloud and Canva.
- Project management of upcoming shows, book release deadlines.
- Financial management of taxes, sales, and charitable donations.

Web Developer & Graphics Designer Whimsy Outfitters – Remote | Dec 2010 – Present

- Web Development using WordPress, HTML, SASS, and CSS.
- UX/UI Design based on client's changing needs.
- Update and maintain website hosting, allowing client to only be concerned with creating content.
- Creation and management of e-commerce backend using WooCommerce, PayPal, and Stripe.
- Design and create graphics for use on promotional materials, website, and packaging.
- Handle technical requests from customers and client.

UX/UI Designer & Software Engineer Vizient Inc. – Cape Girardeau, MO | Feb 2018 – May 2023

- Led user-centric redesign of internal applications used by hundreds of stakeholders.
- Created Figma-based prototypes and interactive designs for dev implementation.
- Collaborated with dev teams to launch company-wide UI toolkit and design system.
- Conducted user research and iterative testing to improve usability and reduce user errors.
- Developed and maintained web apps using Angular, Java, C#, JavaScript, HTML/CSS.
- Implemented Agile methodologies (Scrum, XP) and mentored junior engineers.
- Wrote project documentation and coordinated cross-office collaboration to unify code standards.

Web Developer Olin Business School – Washington University – St. Louis, MO | Mar 2016 – Feb 2018

- Create end user and developer documentation for software used by Olin Business School.
- Develop project documents to implement new incoming requests and to update existing requests.
- Build applications using C#.NET, JavaScript, HTML, and CSS.
- Update and maintain ColdFusion applications and CRM Reports (SSRS).
- Build and maintain SQL databases using Microsoft SQL Server.
- Mentor junior web developer in industry best practices.
- Migrate all server applications from outdated server to new Microsoft 2012 server.

Applications Developer CEDIA – Indianapolis, IN | Apr 2013 – Mar 2016

- Implementation and training of Aptify 5.5.1 with the eBusiness and LMS suites as well as implementation and training on new tools needed from Aptify, SharePoint, and the web.
- Work with various departments to gather business requirements and create applications within Aptify, Microsoft PowerBI, and Microsoft SharePoint for each department's use.
- Database management, along with data migration and update from legacy PHP/MySQL system into Aptify.
- Identify system issues and create solutions that fit business model along with providing efficiency for end users.
- Maintaining changelogs, and implementing change control with external vendors.
- QA testing of developed apps along with departments requesting items.
- Coordinate with external vendor in third party configurations with Aptify 5.5.1 to migrate existing data.
- Helpdesk support for Aptify, Web Site, and third party systems
- Web development using ASP.net, VB, HTML, and CSS. Along with use of Visual Studio to create/update user controls.

System Administrator Infinity Bound Chat – Remote | July 2005 – Jun 2015

- User Interface Design using HTML, CSS, PHP, and SSI.
- Creation, importing/exporting, and maintenance of PostgreSQL databases containing user data and statistics.
- Perl Script upkeep to make updates to web based software for users to access.
- PHP forms created for communication with users who need assistance.
- Graphic design in logos and icons for interface using Adobe Photoshop and Adobe Dreamweaver.
- Implementation of a VPS setup on a Linux server for clients including username and database setup.
- Installation and maintenance of phpBB, phpWiki 1.2, WordPress, Gallery2, MySQL Databases, and ZenPhoto programs.

Product Support Agent II RealPage, Inc. – Carrollton, TX | Aug 2010 – Oct 2012

- Providing technical support, and training, for online property management software, Propertyware and OneSite.
- Supporting Windows (XP, Vista, 7), Internet Explorer, Firefox, Google Chrome, and Safari.
- Creating knowledgebase documentation, training documentation, and procedure documentation for internal use.
- Call coaching and monitoring of level I agents to improve customer service.
- Handling escalations and troubleshooting issues unresolvable by level I agents.
- Use of Test Director, JIRA, and Salesforce for case documentation and to provide daily updates with customer.
- Supporting level I agents in supporting external clients by providing answers to questions, and troubleshooting with them.

Helpdesk Analyst Quest Diagnostics – Dallas, TX | February 2008 – June 2010

- Customer service and technical support for health management systems using HP Service Manager, Webex, Dameware, Internet Explorer, and Microsoft Office
- Hardware and software knowledge of Windows based computers for Windows 2000, XP, Vista, and seven.
- Technical support of printers, computers, and online product using Avaya phone systems, OkiData printers, and FTP access.
- Creating new users using internal creation software for eMaxx.
- Assisting clients with customizing their electronic medical records systems to meet their reporting needs.
- Writing knowledge management articles for coworkers as well as providing instruction to coworkers.
- Used Spark Communicator to facilitate interdepartmental communications to improve service for client.

Education

Masters of Arts - English and Creative Writing – Concentration Fiction
Southern New Hampshire University

Bachelor of Science – Information Technology – Software Emphasis
Western Governors University

Associates in Applied Science - Computer Information Systems & Technology
North Central Texas College

Certifications

UX/UI Certification – Nielsen Norman Group (2019)

CIW JavaScript Specialist (2016)

CIW Web Design Specialist (2015)

CompTIA Linux+ and Project+ (2015)