James St. Patrick

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SKILLS

- **Design:** User interface, user journey and process flow, wireframing, prototyping, user testing for design iteration, digital audio/video production, presentation design, print design and production, front-end web development
- **Web Technologies:** HTML, CSS, JavaScript, jQuery/jQuery Mobile, Bootstrap, PHP, WordPress, SQL
- **Software:** Atlassian Suite (JIRA/Confluence), Adobe Creative Cloud (Audition, Dreamweaver, Illustrator, InDesign, Photoshop, Premiere, Acrobat), Basecamp, Workfront, Final Cut Pro, MS Visio, Mac OmniGraffle, Lucid Chart, Balsamiq, Tumult Hype, Axure Pro, Microsoft Office, SQL Server Management Studio, Google Docs, ServiceNow
- **IT Business Process:** Service Organization Control (SOC) 2, Agile Software Development

PROFESSIONAL EXPERIENCE

Centene Corporation — Bethesda, MD — 01/2015 – 06/2018

Director, Information Technology

- Led IT teams supporting mission critical automated PII/PHI member data file delivery assurance at a scale of roughly 5,000 inbound/outbound files per month
- Managed issue triage and escalation for member portal through Workfront and JIRA in collaboration with a rapid response software development team
- Oversaw monitoring, issue response, and communication for enterprise systems including planned changes, unplanned outages, change regression, and member reported SOC production incidents

LiveHealthier — Bethesda, MD — 01/2010 – 12/2014

Director, Technical Operations

- Revamped employee hiring process and increased business strategies and employment to nearly 200+ employees prior to buy out by Centene Corporation in 2015
- Built a team of web producers to develop digital interactive content, configure company's software products, and manage vendor data integration with company's proprietary health and wellness member platform
- Participated in the development of new products and administrative functionality using an Agile framework, authoring functional requirements, performing user acceptance testing, and configuring products to meet customer requirements in production

Direct Response Web Solutions — DeKalb, IL — 10/2006-12/2009

Creative Director

- Provided full-scale web development, client relationship management, project management, website documentation, corporate identity and UI design, content design and development, collateral design
- Managing customer social networks, web hosting and DNS management, SEO, CMS training and use
- Supported the business development process including travel to assist customers, staffing trade shows, hiring and managing new staff, and providing creative direction for the organization

EDUCATION

The University of Baltimore — Baltimore, MD — Expected Graduation: 12/2018

Master of Fine Arts, Integrated Design

Master's Thesis: "Moderation. Reciprocity. Equality. Civility. Designing a Voluntary Association for Effective Online Political Discourse"- designing a mobile application that will moderate human behavior in political discussion

The Illinois Institute of Art — Chicago, IL

Bachelor of Fine Art, Interactive Media Design

Permission granted to use resume for sample from UB student – name and contact information changed to protect privacy.