

**Henry E. Harner**  
79 McCleary Rd; McCleary, WA 98557  
**Home:** 360-232-4017  
**Cell:** 360-500-1579  
**Email:** cyberswept@yahoo.com

### **Education**

**Computer Learning** Received certification (1040 hrs) as a Webmaster Technician from this state  
**Centers of Olympia:** accredited school for web and graphics design, INET & A+ technology.

**Grays Harbor College:** Associate in Arts in Electronics. Secondary courses include Physics, Trigonometry and Computer Programming (Basic COBOL and RPG).

**University of Michigan:** Currently studying Python (online)

### **Special Skills and Qualifications**

I have strong skills in PHP and MySQL. I have a good working knowledge of AJAX, Javascript and practice Typescript. I have strong skills in HTML and good skills with CSS. I am an excellent communicator and like to keep the lines of communication open for collaboration and project development. I work well in a team or as an individual. I have strong organizational skills. I am very proactive and always look for ways to improve projects or workflow.

I am very concerned with the usability of the pages and sites that I maintain and create. I try to build simple, clean, yet effective interfaces for people to use that are cross browser compatible.

On a personal level I am friendly, outgoing and tend to inspire those around me. I am told I have a good sense of humor and look to keep things light. I am a US citizen and bondable. I am a non-smoker and have a quiet location to work from. I work very well with a team or unsupervised. I have no problem submitting to a drug test or being randomly tested while on the job. I also served in the National Guard.

#### **I have experience with the following:**

Operating systems: Windows XP Pro, Media Center, Vista, Windows 7, Windows 10, DOS versions 3.0 - 6.2 (Command line use). Some UNIX, LINUX

Coding: HTML, CSS, Javascript, Ajax, Perl, PHP, MySQL, MariaDB, Learning Python

Software: PHPMaker, Dreamweaver 4, UltraDev, MX & 8, Fireworks 3, 4, MX & 8, Flash 5, MX & 8, Adobe Premiere CS5, CorelDraw X3 – X5  
Older Software: Freehand 10, Xara 3D, Adobe PhotoShop 5-6-7, IPhoto Plus, Print Artist, Paint Shop Pro 3-7, Adobe Photo Deluxe, MSWorks, Various FTP Programs, HTML Asst Pro II, Microsoft Office Products.  
Browsers: Cross-browser compatibility of Firefox, IE, Edge, Chrome, Brave.

Hardware: INET, A+ training and network experience on XP Home & Professional, Vista, Windows 7 & 10. Computer: PC whitebox build, repair, troubleshooting & service.

Customer Service Skills: Answering phones and resolving customer issues with Sigma Properties, handling customer inquiries about sales. Face-to-face with financial services and product sales for Primerica. Technical product support with Safeharbor Technology Company.

## Employment History

**Sigma Properties: January 21, 2008 to June 2<sup>nd</sup> 2010. Then April 02<sup>nd</sup>, 2013 to 2018**

**Position Held: Web Developer, IT Person, Customer Service and Research**

### **Projects and Work:**

- \* Migrated their property tracking system from Microsoft Excel to a MySQL database accessed by PHP. Huge impact on day-to-day operations by coordinating their data. Completed.
- \* Built a user interface for property display and management. This allowed them to effectively display properties in a number of ways, including whether it was new, foreclosed or sold. I built a custom application that allowed them to choose any latitude or longitude and zoom level to display the property. Completed. As a result the bounce rate decreased by 40% and maintained that level or better. Analyzed by split testing & heat map results.
- \* Maintained the office computers and network on both software and hardware issues.

I was the web developer and created the user interface for both the site administrators and visitors. After a redesign and updating the sales improved and only declined after the economy started to tank causing the company to restructure. Rehired to assist with answering phones and property research. Inquiries slowed down and I was laid off due to lack of work. Since then have contracted out at a rate of \$65/hour.

**Reason for Departure:** Company restructure. Rehired 04/02/2013. Left again due to company downsizing.

**Suplay Products, Inc.: November 21, 2010 to March 31, 2011**

**Position Held: Graphic and Image development**

### **Projects and Work:**

- \* Assigned numerous designs I had to render for print as vector graphics. Completed all assignments in a timely and satisfactory manner.
- \* Answered to the customs manager for customized graphic work. Customer mock-ups with multiple designs.
- \* Took customer ideas and developed logos for wrestling singlets, gear and t-shirt designs.
- \* Researched new sports and sportswear products to expand the company product catalogs. Made recommendations on new products to expand the company line.

I did the custom design work for the companies wrestling singlets, gear and t-shirts. This allows them to sell their custom materials and make a substantial amount for the company.

**Reason for Departure:** The company is somewhat seasonal through wrestling season. It ended in March, therefore I left because of a lack of work.

**Visible.net: August 15th, 2006 to August 8th, 2007**

**Position Held: Web Developer**

### **Projects and Work:**

- \* Telecommute for various projects, oscommerce mods and marketing pieces.
- \* Created some projects outside the scope of the company for alternative business development. One such sight was 'Car by Check', however it is no longer on the Internet.
- \* Assisted the head developer with shopping cart mods and code clean-up.
- \* Created a tracking system for customers that had been contacted. System allowed follow up and summary of outcome.
- \* I built a flash presentation for their marketing arm. It explained how their marketing could help a website improve ranking in search engines. I was given an audio track and had to match images to the audio timing.

Most of the work consisted of PHP and MySQL script development with the head programmer. Backend applications assisting sales using various databases and conditional scripts. Some graphic work including flash.

**Reason for Departure:** Left the company after concluding my projects.

## **Employment History - continued -**

**Healthmanagementusa.com: March 26th, 2004 to July 30th, 2006**

**Position Held: Web Developer, Project Leader**

**Projects and Work:**

- \* Refaced the companies two websites and made them interactive by integrating them with a database, this allowed them to post a schedule of events. Automatically created flyers too.
- \* Setup a scheduling system for appointments, however I did not write the script for that, only tweaked it.
- \* Maintained their web based customer support.
- \* Continually improved the site through customer feedback and evolving ideologies.

I was the web and IT manager in charge of the companies Intranet, networking and the two web sites the company was based on. These sites were built from the ground up and included an online records system and employee scheduler. This was utilized for their health fairs using PHP and MySQL. I setup and maintained the office network at their Wyoming branch.

**Reason for Departure:** Went to work for Visible.net after work here slowed down.

**ComNetPC.com: November 17, 2002 to August 31, 2003**

**Position Held: We Designer / Computer Repair Tech**

**Work:**

- \* Repaired customer's computers from software to hardware issues.
- \* Installed any hardware or software at customer's request.
- \* Troubleshooting on Windows 95 to XP.

This was my own business. I maintained a storefront in Aberdeen, WA. Business features included PC troubleshooting, repair, parts, service and custom systems built. Also networking for home or businesses. Mobile services for delivery, setup, instruction or pickup. During the gap in employment I went to school and became Webmaster/Technician certified. (1040 hours)

**Reason for Departure:** I quit this business only because my wife got accepted into the Dental Hygiene program at Clark College in Vancouver, WA. Closed down the business to move with her.

**Safeharbor Technology Company: April 10, 2000 to March 22, 2001**

**Position Held: Senior Knowledge Tech**

**Projects and Work:**

- \* I was the lead on our Triscend and NetNanny clients. I helped to create the manuals for troubleshooting issues and training other support personnel.
- \* On NetNanny upgrade, created a mock walk-thru to support the old version, since both versions could not be run on the same computer. Was not asked to do this by the company. Did it to help the other support technicians troubleshoot customers with the older version.

Duties included technical phone, email and chat support and training for other technicians on various products including, but not limited to: Triscend, Academic, LoudEye, ImageX, iClips, and Net Nanny. Troubleshot hardware, software and browser issues. Promoted to Senior Knowledge Technician October 23, 2000. Duties included: Supervision of Knowledge Technicians, overseeing unit cases, using Callwise and Quality Management programs. Intranet design team member and assisted in site management.

**Reason for Departure:** Laid off due to lack of work.

**References** on request