

JOHN R. TILLAPAUGH

901 barrington drive

waldorf, md 20602

phone: 315.317.6914

email: john@johntillapaugh.com

website: www.johntillapaugh.com

EMPLOYMENT

COLLEGE OF SOUTHERN MARYLAND

TITLE: Web Applications Manager June 2011 – Present

Daily management of the College's ever expanding web presence, which includes the main **CSMD.edu** site of 16,000+ pages, as well as 20+ microsities. I am the lead on the College's Content Management Systems **OpenText** and **CM1 Percussion**, Web Governance Quality Assurance Software **SiteImprove** and Online Academic Catalog Management Tool **Acalog™**. As Web Applications Manager, I interact with staff, faculty and students on a daily basis, working hand-in-hand to accomplish customized goals.

KEY RESPONSIBILITIES:

- Develop, Standardize and Innovate the College's web presence, which includes a 16,000+ page main site as well as 20+ microsities.
- Perpetual Support, Maintenance and Development of all websites by ensuring page content, optimization, browser and device compatibility.
- Utilize Web Governance and Quality Assurance tool SiteImprove to monitor and maintain content, information architecture, spelling errors and broken links.
- Analyze Web Analytics tools such as Google Analytics and Piwik for measuring web metrics, data and statistics to make data driven decisions.
- Support, Maintenance and Implementation of Content Management Systems to ensure content accuracy, quality and brand consistency.
- Administration, Support and Quality Control of the Online Academic Catalog Management Tool to ensure program and course information accuracy.
- Design, Development and Deployment of custom PHP forms including event registration and e-commerce transactions.
- Train users on the Content Management Systems, Web Governance & Quality Assurance, Web Analytics and Academic Catalog Management tools so they can effectively update, edit, add to, improve, and monitor their web content.
- Administration and Maintenance of College's Event Calendar by providing access, customizing, branding and managing events.
- Maintenance, Support and Improvement of College's Internal Intranet website.
- Administration and Support of College's Emergency Management Tool e2Campus™.
- Ability to work on concurrent projects, troubleshoot various technical issues, manage my time efficiently and be a team player.

COLLEGE OF SOUTHERN MARYLAND

TITLE: Interim Director of Web Services May – October 2013

Led the web services team and oversaw the strategic direction and vision of the College's web presence. I was a vital and key member of the Web Council Committee with complete control over the direction of the website redesign. I continued to hold the role of Web Applications Manager simultaneously, which forced me to excel at time management and multitasking.

KEY RESPONSIBILITIES:

- Strategic Direction and Vision of the College's web presence
- Web Services Team Manager and Lead
- Continued Role and Responsibilities as Web Application Manager
- Collaborated with different departments and vendors to meet custom goals

LINEMARK PRINTING INC.

TITLE: Technical Support Representative 2008 – June 2011

Daily management of Linemark's Web-to-Print (W2P) system, websites and all other e-business solutions: Digital Asset Management (DAM), E-Commerce Storefronts and Fulfillment. As a Technical Support Representative, I interacted with clients on a daily basis and provided excellent, courteous and timely technical support and customer service.

KEY RESPONSIBILITIES:

- Support and Development of Web-to-Print System
- Support, Maintenance and Development of all websites
- Support and Maintenance of Digital Asset Management
- Daily Interaction and Immediate Resolution of Client Tech. Problems
- Technical Support on all e-Business Solutions
- Design and Deployment of Direct E-mail Marketing Campaigns
- Design and Implementation of e-Commerce Retail Storefronts
- Support and Maintenance on Company IT Equipment

LINEMARK PRINTING INC.

TITLE: Web to Print Specialist 2007 – 2008

Continued to develop, manage and maintain Linemark's highly productive W2P system, which services over 80 clients, 24 hours a day, 365 days a year. As Web to Print Specialist, I assisted in fully customizing Linemark's W2P system to meet and exceed all customer expectations.

LINEMARK PRINTING INC.

TITLE: Cooperative Education Internship Summer 2006 - 2007

Assisted in the development, implementation and deployment of Linemark's new innovative Web-to-Print (W2P) system. Designed and created custom digital storefronts to allow clients access to procure print through their W2P system. Worked summer 2006 and continued doing contracting work while finishing school.

ROCHESTER INSTITUTE OF TECHNOLOGY

Digital Printing Applications Laboratory 2005 – 2007

Performed maintenance on HP Indigo and Kodak NexPress digital presses, printed proofs for custom Pantone ink, created and formulated custom ink, performed paper trial certifications, created substrate profiles for Nexpress, ran student printing jobs, and cleaned and organized the lab daily.

TECHNOLOGICAL SKILLS & KNOWLEDGE

Proficient in the Following Software:

Adobe CS Suite (Photoshop, InDesign, Illustrator, Dreamweaver, Acrobat), Content Management Systems (RedDot, OpenText, CM1 Percussion, Acalog, BlackBaud NetCommunity), Web Governance and Quality Assurance Tools (SiteImprove), Google Analytics, Project Management Tools (Basecamp and Evernote), QuarkXPress, Enfocus Pitstop, Kodak Prinery, Novell Groupwise, Microsoft Suite. Extensive interaction with both Mac and PC environments.

Expert in the following technologies & concepts:

HTML5, CSS3, Content Management Systems Strategy, Responsive Web Design, Javascript, PHP, JQuery, AJAX, Web Content Strategy, Website Development, Deployment and Hosting, Analytics, Web Governance, Social Media, Web-to-Print, Variable Data (VDP), XML, Database Management, Digital Asset Management, Direct Marketing Campaigns, PURLs, Color Management, Personalized E-mail Marketing, Printing Technologies.

EDUCATION

ROCHESTER INSTITUTE OF TECHNOLOGY 2003 – 2007

Bachelor of Science, Graphic Media

MAJOR: Graphic Media, Concentration in Digital Asset Management

MINOR: Science & Technology

SCHOLASTIC AWARDS / HONORS

RIT Merit Scholarship

Xerox Endowment Scholarship

Deans List RIT: 2003 – 2007