

DAVID HOEKZEMA

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OBJECTIVE

Seeking a challenging position in web development, that permits flexibility, ingenuity, and creativity.

CAREER SUMMARY

Seasoned professional with eight years experience in Web Development and Graphical Design. Expertise in evaluating, conceptualizing and managing web content. Experienced problem solver with a solid commitment to quality and service excellence. Demonstrated persistence and leadership in project management.

PROFESSIONAL EXPERIENCE

Comcast., Plymouth, Michigan

2002 - Present

Web Coordinator/Application Designer

Developed and oversaw the overall content, maintenance and web architecture of the Internal High Speed Internet websites. Researched, analyzed and recommended new concepts and idea's used to improve overall functionality of the department and the company through web based applications

- Responsible for maintaining all web applications and troubleshooting any technical issues.
- Restructured and redesigned the primary web portal for over 400 technical support specialists, organized and provided real-time information and tools that facilitate optimal performance of our staff.
- Developed company wide web-based applications used for overall improvement of call volume, customer satisfaction, and reporting using Microsoft Access, ASP, SQL, JavaScript and HTML.
- Created applications to coordinate events within the company and to record and measure statistics throughout the Midwest Division.
- Published and Managed Hotwire, the High Speed Internet Departments Newsletter.

Technical Support Specialist

Provided technical support for High Speed Internet customers. Confirmed results of lower tier technicians and performed additional network diagnostics to determine root cause of problems.

- Improved customer relations through every call, while receiving many customer complements and high scores on production stats.
- Handled technical support for Comcast telephone service, billing, data entry and cable television support. Special research assignments were also assigned as needed.

Radio Shack., Wayne, Michigan

2001 - 2002

Sales Associate/Manager in Training

Assisted in managing local retail store while providing service and educating customers.

- Helped to increased overall sales gain by 20% or more per month; integrated new concepts and ideas to the selling techniques used at the store.
 - Trained and certified in many electronic and computer related materials.
 - Received and carried out training to become Manager of local retail store.
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Detroit 300., Detroit, Michigan

2001

Web Manager

Contracted to Design, build and manage the Official Detroit 300 Tricentennial website used for promotion of the 300th Year Anniversary Celebration of Detroit. The site was used to coordinate events, advertise sponsors and provide information on Detroit's history.

- Succeeded in building a professional site, which obtained over 500,000 + hits and was observed on a Global Level.
- Responsible for the overall content, maintenance and web architecture of over 500 pages of information.
- Collaborated with outside sources such as the City of Detroit, MGM Grand and WRESA to coordinate information regarding projects and events carried out during the celebration.

MSU Healthteam – Information Services., East Lansing, Michigan

1998 -2000

Computer Repair Technician

Serviced and maintained computers for over 200 medical staff members throughout the Lansing area.

- Provided network, hardware and software support; Performed computer upgrades, virus removal, software recovery, new computer setup/installs, Ethernet cabling and troubleshooting.
- Taught new and existing users in basic computer operation and software use.
- Trouble shot and solved a wide variety of computer problems for over 200 medical staff members throughout the Lansing area.

EDUCATION

Working towards B.S in Computer Science/Engineering, Michigan State University (1998 –2000)
Henry Ford Community College (1998 –2001)

COMPUTER PROFICIENCY

Programming Languages: HTML, DHTML, ASP, ASP.NET, VB, SQL, and JavaScript.
Software Capabilities: Access, Excel, Word, FrontPage, Visio, Image Composer, Publisher, Windows OS.

Hardware Capabilities: Installs, Maintenance and Upgrades in Networking, and stand-alone computers.

MEMBERSHIP AND AFFILIATIONS

Comcast Cares
Delta Kappa Epsilon Fraternity: Pledge President
National Honor Society
Woodward Heritage Organization, Wayne: Sponsor / Board Member

References Available Upon Request