

# CHRIS DUGAN

WAXINGGIBBOUSMOON.COM

11 CHURCH STREET • UNIT 415 • SALEM, MA 01970 • CHRIS@WAXINGGIBBOUSMOON.COM • (508) 410-9362

## OVERVIEW

- Skilled technician with thorough understanding of Internet technology and troubleshooting.
- Salem State College graduate with degree in Communications.
- Web developer with considerable experience in writing and editing.
- Expert in the use of many computer programs, including Microsoft Office Professional.

## EXPERIENCE

### *Content Manager, Jewish Family Service of The North Shore: Salem Massachusetts, 2009 to Present*

- As volunteer, write and edit press releases and other content for the organization.
- Update and maintain website.

### *Intern Internet Coordinator, MASSPIRG: Salem Massachusetts, Spring 2007*

- Updated and maintained website of the Salem State College chapter of MASSPIRG.
- Created social networking groups for the organization.
- Managed correspondence with faculty.

### *Temporary Employee, Kelly Services: New Mexico and Massachusetts, 2005 to 2008*

- Helped build database of products for manufacturing firm.
- Performed clerical and similar duties for various companies.

### *Technical Service Representative, T-Mobile: Albuquerque New Mexico, 2003 to 2005*

- Started as Customer Care Representative, and was promoted.
- Resolved issues relating to the use of mobile telephones.
- Troubleshot wireless connectivity to the Internet.

### *Temporary Employee, Kelly Services: Albuquerque New Mexico, 2002 to 2003*

- Acted as Human Resources escort and proctor for prospective airport employees.
- Performed clerical and similar duties for various companies.

### *Senior Technical Support Representative, ClientLogic: Albuquerque New Mexico, 2000 to 2002*

- Assisted customers of an Internet service provider by resolving their technical issues.
- After promotion to Senior Representative, provided advanced troubleshooting.

### *Web Content Manager, First Night Boston: Massachusetts and New Mexico, 1997 to 2003*

- Researched and wrote artist biographies and other content for award-winning site.
- Participated in planning of the site's structure and layout.
- Edited and posted digital photos.

### *Internet Developer, New England Financial: Boston Massachusetts, 1997 to 2000*

- Maintained and updated the main Internet site of a major financial services company.
- Built, maintained and managed the sales intranet site for the company.

## EDUCATION

- Graduated in 2009 from Salem State College in Salem Massachusetts.
- Major: Communications. Concentration: Public Relations. Minor: English.
- Courses included Crisis Communication and Advanced Public Relations Writing.