ANTHONY W. SMITH

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PROFILES & WEBSITE W/ PORTFOLIO

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PROFESSIONAL SUMMARY

Results-oriented professional pivoting into **WordPress Development**, with a strong foundation in modern web technologies and over a decade of technical troubleshooting experience. Along with recently earned certificates in **Front-End Development (Meta), WordPress, Data Analytics on AWS, Git, and GitHub**, I have applying these skills to building responsive, user-focused WordPress websites and themes. I bring a proven ability to solve complex technical issues, collaborate with cross-functional teams, and deliver clean, maintainable solutions that enhance user experience.

RECENT CERTIFICATIONS AND EDUCATION

- Introduction to Front-End Development, Meta (Coursera), 10/25
- Learning Git and GitHub, LinkedIn Learning, 10/25
- WordPress Essential Training, LinkedIn Learning, 10/25
- Getting Started with Data Analytics on AWS, Coursera, 08/25
- Build a Free Website with WordPress, Coursera, 03/25
- Installing and Running WordPress, LinkedIn Learning, 05/21
- HTML Essential Training LinkedIn Learning, 12/25
- Making Sense of the CSS Box Model, LinkedIn Learning, 11/25

TRANSFERABLE TECHNICAL SKILLS

- Web Technologies: WordPress CMS, Front-End Development principles, Data Analytics (AWS).
- Version Control: Git and GitHub for collaborative code management.
- UI/UX Foundation: Graphic Design background providing a strong eye for layout and user interface aesthetics.
- Problem Solving: Advanced technical troubleshooting and debugging of web-based applications.
- Documentation: Experience creating knowledge base content and support documentation for complex systems.
- Security: Expertise in two-factor authentication and security awareness.

EXPERIENCE

05/2017 to Current   **Sr. SAS Help Desk Representative**
State Street Bank Corp.

- Support over 50 platforms including web-based applications, ensuring high availability and seamless user access.
- Collaborate with senior management and cross-functional teams to resolve complex technical incidents, a workflow similar to Agile development environments.
- Contributed to a comprehensive knowledge base, demonstrating the ability to document technical processes and code-like logic for peer use.
- Handle 20-50 support requests daily, maintaining high user satisfaction through meticulous attention to detail.

06/2015 to 03/2016   **Contractor / Technical Support Analyst**
Insight Global / Assurant Solutions

- Resolved software and hardware issues via remote access tools (Bomgar, BigFix), ensuring minimal downtime for critical systems.
- Utilized Active Directory and multiple databases, gaining experience with the backend structures that power frontend interfaces.

11/2012 to 04/2015   **Technical Support / Help Desk Specialist**
H&R Block World Headquarters

- Assisted with advanced server setup and migration for 12,000 retail offices, gaining deep insight into network environments and data deployment.
- Provided end-user system training, translating complex technical concepts into actionable information for non-technical users.

EDUCATION

01/2004   **Vocational Certificate**: Graphic Design
Miami Dade College – Miami, FL

01/1999   **A+ Certification**: Computer Hardware & Software
Computer Learning Center – Washington, DC

06/1999   **Intern Program**: Information Technology
Byte Back Digital Literacy Nonprofit – Washington, DC