

# KARL DANDENELL

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## SUMMARY

**Web Project Manager/Content Administrator** with extensive experience in both startup and enterprise settings. Proven abilities in web production, interface development, and communication.

- Gather business requirements
- Coordinate remote and onsite web development teams
- Deploy and customize CMS systems
- Manage web projects
- Create and edit style guides
- Code using HTML and CSS
- Create training material

## PROFESSIONAL EXPERIENCE

KYOCERA, Concord, CA

**2015-Present**

### Senior Web Content Administrator

- Documented business processes for QA department, working with teams based in US, Japan, and Germany.
- Created custom JIRA project to support end user printer customizations that resulted in increased sales of \$1M compared with previous manual system.
- Trained new team members on Confluence/JIRA best practices.
- Leveraged third-party add-ons to sync content from master to remote Confluence sites.
- Facilitated projects meetings between customer support and JIRA development teams.
- Coordinated master editorial calendar with technical writers, and served as secondary reviewer and copyeditor.
- Performed regular site audits to ensure high-value content is reviewed every 6 months.
- Produced documentation to create FAQs for internal customers.

### Contract work - Web Producer and Content Developer

**2013-2015**

APPLE, Sunnyvale, CA

AUTODESK, San Francisco, CA

ORACLE/ELOQUA, San Francisco, CA

- Delivered web solutions to support Autodesk Education goals, ensuring consistency throughout the site by following company image and quality standards.
- Managed production of Autodesk.com content from concept through completion, including software releases and updates.
- Planned and executed web projects, production schedules, and QA for Autodesk Education.
- Created and deployed Autodesk Education department email blasts through iContact.

- Led project to revise and re-launch critical web applications for Oracle Marketing Cloud business.
- Administered the CQ5 CMS platform, and provided troubleshooting, component development, and technical support.
- Assisted with migration of microsites from outside hosting environments to Oracle systems.
- Served as liaison between Oracle Eloqua Website Strategy and the Oracle.com technical teams.
- Supported Apple online store using custom CMS tools.

KAISER PERMANENTE, Oakland, CA  
**Web Performance Support Specialist**

**2010-2013**

- Gathered and reviewed business requirements for new Content Management System project.
- Led project team to create and implement web-based submission of content edits.
- Provided front-end support for national sales team and e-learning intranet, including content management, project specifications, and site development.
- Managed offsite developers and internal support team; reviewed and approved code releases.
- Worked with developer team to design, test, and deploy CMS programming that automatically reminded remote contributors to regularly review their pages, resulting in 98% compliance rate for on-time page updates.
- Audited existing site CSS to remove duplicate and deprecated styles, decreasing markup errors by an average of 20%.

CELERA (formerly Celera Diagnostics), Alameda, CA  
**Senior Web Developer/Support Specialist**

**2001-2010**

- Created company's first intranet site and managed help desk operations for startup biotech company as it grew from 30 to 600 people.
- Implemented off-the-shelf CMS solution that saved the company approximately \$10,000 annually.
- Performed an internal audit that resulted in more than \$100,000 savings in software licensing.
- Documented all internal IT policies and procedures.
- Converted original LAMP system to SharePoint, designing new UI/UX and site architecture.

APPLE, Cupertino, CA  
**Technical Editor**

**1998-2003**

- Edited Technical Notes and Q&A postings for primary Worldwide Developer Technical Support website.
- Achieved and maintained 100% success rate for weekly document turnaround.
- Created and modified HTML templates for more than 3,000 documents.

## TECHNICAL SKILLS

- JIRA/Remedy
- CMS systems (Confluence, CQ5, TeamSite, SharePoint)
- HTML/CSS
- Adobe Creative Suite
- Mac OS X
- MS Office
- Redmine/Basecamp
- Windows 7/8/10
- WordPress

## RELATED EXPERIENCE

- **Instructor**, Trinity Business College, San Francisco, CA
- **Adjunct Faculty**, Tacoma Community College, Tacoma, WA
- **Adjunct Faculty**, Pierce College, Puyallup, WA

## EDUCATION

- **Community College Instructor** - Language Arts & Literature, California
- **Master of Professional Writing** - University of Southern California, Los Angeles, CA
- **Bachelor of Arts** - English, Loyola Marymount University, Los Angeles, CA

## PUBLICATIONS

- <http://www.firewombats.com/recent-publications/>
- Active Member, Science Fiction Writers of America