

BOB GERARD

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PROFILE

A Multimedia & Web Designer/Developer with extensive experience in the Telecommunications industry. With 15+ years experience in web, multimedia, eLearning & training, and equipped with a diverse skill-set including coding, design, video, audio, music, graphics and customer service, possesses a proven record of developing engaging and functional educational online content. With strong communication skills, verbal and written, and great attention to detail, is very committed to achieving goals and meeting deadlines. An excellent troubleshooter who is determined and efficient in finding solutions when tackling problems.

PROFESSIONAL EXPERIENCE

AZORUS INC. Halifax NS (May 13 2009 - Mar 13 2015)

Since 2002 Azorus has provided state-of-the-art CRM technology with sound recruitment strategies helping universities and colleges around the world attract and enroll more of the right students.

Web Engineer

Reporting to the Director of Technology and working within a team of highly-skilled Software Engineers, I was responsible for the layout, design and browser compatibility of all of our client's web-portals, web-forms and email templates, on Windows, Mac and mobile devices. I accomplished these tasks with the help of the latest in the Adobe Creative Suite of software, Git & Subversion code control software, HTML5, CSS3, JavaScript, JQuery, JQuery Mobile, as well as the Atlassian Suite of software including Jira & Stash.

BELL ALIANT Halifax NS (Oct 26 1999 - Feb 26 2009)

Bell Aliant is one of North America's largest regional telecommunications providers, serving a population of 5.3 million Canadians in six provinces.

Multimedia Developer - eLearning Group in Centralized Training (Feb 3 2003 - Feb 26 2009)

Reporting to the eLearning Operations Manager, I was responsible for designing and developing content for online courses including video, audio, music, graphics, animations and quizzes. Responsible for the design, development and maintenance of web-sites and web-forms. Responsible for shooting, editing and processing video for web, DVD or CDROM delivery, as well as recording, editing and processing audio for the same methods of delivery. Worked closely with Internal and External Communications groups to supply online and print content under tight deadlines.

Customer Service Representative - Contact Centre (Jan 14 2002 - Jan 31 2003)

As part of a large contact centre team, responsible for complete order processing, answering customer billing inquiries, researching and resolving customer billing issues using numerous systems and databases as well as responding to some of the customer inquiries and issues via email.

New Media Designer - Innovatia (a Bell Aliant company) (Jun 11 2001 - Dec 21 2001)

Reporting to the Director of Halifax Operations, responsible for designing and developing content for online courses including video, audio, graphics, animations and quizzes. As a key member of a team working on a \$420,000 project, responsible for inputting content into a very large database to be used by technical students.

New Media Specialist - Training & Development in Human Resources (Oct 26 1999 - Jun 8 2001)

As part of the Training & Development Team, responsible for designing and developing content for online courses including video, audio, graphics, animations and quizzes. Responsible for the design, development and maintenance of web-sites and web-forms. Also responsible for the successful operation and maintenance of two video conferencing rooms within Human Resources.

Selected Accomplishments:

- ✓ As a key member of the Bell Aliant eLearning team, developed online courses using the latest in Adobe software for the Integrated Learning Management System (ILMS) to reduce training/travel expenses.
- ✓ Utilizing my knowledge of audio compression and batch conversion techniques, as well as, my quick-thinking troubleshooting skills, was able to diagnose, repair and re-upload 600 damaged audio files to an online course in under 4 hours thus enabling a successful project launch well before the deadline.
- ✓ Working closely with one of Bell Aliant's Directors, designed and developed, for her, a multimedia positioning communication including animation and audio which was presented at a series of meetings for the company's Executive Team. One Senior Vice President commented that it was one of the best communication pieces she had ever seen with similar comments from our CEO.
- ✓ Employed excellent communication skills while shooting video with company executives and all employees to put them at ease under a stressful situation. Have always been very personable and approachable, with a smile, and a knack for making people feel comfortable, within any level of the organization.

H.R.S.B. / STOCK TRANSPORTATION: School Bus Driver Halifax NS (Nov 15 1990 - Oct 15 1998)

School bus driving duties as well as training all students in school bus safety and emergency evacuation.

MUSIC STOP LTD: Rental Manager Halifax NS (May 4 1987 - Nov 9 1990)

Worked in musical instrument and sound reinforcement rentals and sales. I had developed many solid relationships while working on the telephone and face-to-face with my customers. I was the first recipient of the Music Stop Customer Service Award.

FREELANCE MUSICIAN - Keyboardist / Bassist / Vocalist (for as long as I can remember)

EDUCATION & PROFESSIONAL DEVELOPMENT

FlashForward Developer's Conference

Washington State Convention & Trade Centre Seattle Washington USA (2006)

Project Management Workshop

People Development Halifax NS (2001)

Baddeck International New Media Festival

Inverary Inn Baddeck NS (2000)

Applied Interactive Multimedia Technology Diploma

McKenzie College Halifax NS (1998 - 1999)

PROFESSIONAL & TECHNICAL SKILLS

- ✓ HTML/XHTML/HTML5/CSS3/JavaScript
- ✓ JavaScript Libraries: JQuery/JQuery Mobile
- ✓ CSS Frameworks: Bootstrap/Foundation
- ✓ Code Version Control: Git/Subversion
- ✓ Atlassian Suite: Jira/Stash/Confluence/HipChat
- ✓ Agile & Scrum Methodology
- ✓ OpenOffice/Microsoft Office
- ✓ Adobe Flash (renamed: Adobe Animate)
- ✓ Adobe Photoshop
- ✓ Adobe Illustrator
- ✓ Adobe Dreamweaver
- ✓ Adobe Premiere Pro
- ✓ Adobe After Effects
- ✓ Adobe Audition

OTHER INTERESTS

- ✓ Playing/creating music
- ✓ Video shooting/editing
- ✓ Taekwondo