

SUSANN KONKUS

WEB CONTENT / WEB ADMINISTRATION / WEB DEVELOPMENT

CONTACT

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SUMMARY

Web Content Manager & Web Developer with 15+ years of experience managing websites and digital platforms across higher education, government, and corporate sectors. Skilled in WordPress, Drupal 8, and SharePoint, with expertise in HTML, CSS, JavaScript, and PHP. Experienced in learning and event management systems (Canvas LMS, Sched), accessibility compliance (WCAG/Section 508), and multimedia production (Adobe Premiere, After Effects, Photoshop). Proven record of coordinating web projects, improving usability, and delivering accessible, user-friendly websites.

TECHNICAL SKILLS

- CMS: WordPress (custom themes, plugins), Drupal 8, SharePoint, Canvas LMS, Sched
- Languages: HTML, CSS, JavaScript, PHP, jQuery
- Accessibility & QA: WCAG/Section 508, Siteimprove, SEO best practices
- Design & Multimedia: Adobe Premiere, After Effects, Photoshop, Illustrator, InDesign
- Marketing & Analytics: Pardot, Marketo, Constant Contact, Google Analytics/Ads
- Tools: JIRA, ClickUp, Salesforce, MS Office, Google Workspace

PROFESSIONAL EXPERIENCE

WEBSITE CONTENT SUPPORT MANAGER

BUREAU OF INDIAN EDUCATION (VIA RF STRATEGIES) | 2022 — 2025

- Managed 50+ Drupal 8 sites; ensured accessibility and branding consistency.
- Built and updated pages with HTML and CSS; created 508-compliant forms and PDFs.
- Coordinated content development with writers, designers, IT, and stakeholders.
- Supported events and online learning platforms using Sched.
- Managed archival and backup of finalized web materials in Box and SharePoint.

WORDPRESS DEVELOPER

ARCADIA UNIVERSITY | 2021 — 2022

- Led migration from Drupal 7 to WordPress; built templates with HTML, CSS, JS, and PHP.
- Created Canvas LMS training modules; developed Pardot email templates.
- Trained faculty and staff on WordPress publishing standards.

FREELANCE WEB DEVELOPER

MULTIPLE CLIENTS | 2019 — 2021

- Developed custom WordPress themes; migrated sites from Drupal 7 to Drupal 8 and WordPress.
- Managed Google Analytics/Ads and Constant Contact campaigns.
- Supported higher education, healthcare, and small business websites.

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REFERENCES

Amanda L. Ryan

R.F. Strategies, Inc.

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PROFESSIONAL EXPERIENCE CONTINUED

WORDPRESS DEVELOPER/DESIGNER

GRAPHICUS DESIGN | 2017 — 2019

- Designed and developed custom WordPress themes and marketing emails.
- Ensured responsive layouts and cross-browser compatibility.

WEB DESIGNER

TM FORUM GROUP (VIA STARPOINT) | 2016 — 2017

- Updated and created web pages in WordPress using HTML/CSS.
- Designed responsive email campaigns in Marketo.

WEB PRODUCTION SPECIALIST

AVENUE STORES, LLC | 2014 – 2016

- Converted Photoshop layouts into HTML, CSS, and JavaScript/jQuery for e-commerce.
- Conducted QA and optimized assets for site performance.

WEB DESIGNER/DEVELOPER

SK WEB DESIGN | 2012 – 2014

- Designed and maintained small business websites in WordPress.
- Consulted on content strategy and social media integration.

COMMUNICATIONS SPECIALIST

DOW JONES (Via Starpoint) | 2010 – 2012

- Administered HR intranet content and permissions.
- Led implementation of Omniture Analytics.

TECHNICAL WEBMASTER

BAYER PHARMACEUTICALS | 2002 – 2009

- Managed intranet and external websites supporting healthcare/CME initiatives.
- Collaborated with compliance and medical communications teams.

EDUCATION

ASSOCIATES DEGREE, NEW MEDIA COMMUNICATIONS

SCCC | 2014 — 2017

- Phi Theta Kappa Honor Society | Dean's List
- Coursework in Adobe Premiere, After Effects, multimedia production, and web development