

# Dave Provenza

Web Developer / Web Designer / Graphic Designer / Trainer

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Highly motivated Web Developer / Web Designer / Graphic Designer with corporate expertise in marketing. Creative and strategic thinker with effective communication and writing skills. Detail-oriented and experienced working in a multi-task environment. Proven ability to design effective materials and promote teamwork. Key strengths and experience encompass:

Print Design	Design Mock up / Build out
Product Manuals & Datasheets	Web Design
Software User Interfaces	Product Packaging
Sales Collateral	Content Writing
Ad Design	Corporate Identity
Project Management	Product Modeling
Application UI Design	Training / Course Development
SEO Optimization	Intranet / Extranet design and maintenance
Managing Q/A Processes	

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## Proficiencies

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### Adobe

Photoshop CS3  
Illustrator CS3  
In-Design CS3  
Acrobat 8.0  
Image Ready CS2  
Captive CS3  
Dreamweaver CS3  
Flash CS3

### Microsoft

Word XP  
PowerPoint XP  
Excel XP  
FrontPage XP

Quark 5.0, JavaScript, CSS, DHTML, HTML, ASP, PHP, RoboDemo, Swish Max, Documentum & Web Publisher, Webcom Quote

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## Professional Experience

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**8x8 (Packet8)** Santa Clara, Ca.

2007 – Present

**Web Producer**

- Responsible for all content, advertising, and design of extranet, intranet, and all marketing microsites.
- Work with all departments and executives to deliver new product microsites and advertising ad landing pages with Salesforce forms.
- Create and modify marketing collateral. (Datasheets, manuals, one sheets, Flash presentations, Flash videos, animations, etc..)
- Work with product managers on new product launch content.
- Work with engineering on UI design for new products, and web interfaces.
- Work with outside vendors, photographers and designers to develop collateral.
- Manage partners for cross-selling complimentary services.
- Manage SEO Optimization on all external facing pages.
- Manage QA process for all sites / pages before go-live.

**Cisco Systems** San Jose, Ca.

2005 – 2007

**Webmaster - Legal**

- Responsible for complete Legal Intranet conversion to new template design in order to make Legal consistent with the main intranet sites.
- Responsible for maintaining Cisco Legal Intranet sites for all groups in Legal Department world wide. Including web design, coding, and creation of custom artwork.
- Responsible for creating user interfaces for Legal IT applications. Including web design, coding, and creation of custom artwork.
- Adding and updating documents in Documentum, including publishing and promoting of documents.
- Responsible for creating micro sites for internal groups, and for building extranet sites for customer and attorney access.
- Providing needs assessments for new groups to determine their website needs and/or improvement areas.
- Acting as Legal Business Representative during inter-organizational functions, and software deployment.

**Zultys Technologies** Sunnyvale, Ca.

2004 – 2005

**Webmaster**

- Rolled out new corporate worldwide website with new look and feel and automated back end for easier maintenance and quicker international updates.

- Responsible for maintaining 6 sites (US, UK, AU, NZ, SE, CN). Responsibilities include content updates, translation, domain and email maintenance, as well as special request builds from different regions.
- Project Manager of Online Quotation Tool, from inception through daily maintenance. Responsible for project managing vendor on customization, as well as building out the backend product modeling for every price list revision. Used by over 245 worldwide partners and distributors.
- Created Flash demos for various products as well as worked with every department to handle their web needs.
- Responsible for maintaining corporate intranet, with current events, job listings, and creating and modifying internal group micro sites as needed.

**Swing Solutions** – Foster City, Ca.

2000 – 2003

**Graphic Designer / Webmaster / Content Writer**

- Worked with Engineering and Sales to create accurate and engaging product manuals, datasheets, and website product pages for domestic and international distribution.
- Designed marketing collateral, based on focus groups, target audience interviews, and executive feedback. Print ads, web ads, tradeshow booth design and materials, in-store point-of-purchase displays, customer satisfaction surveys and market specific collateral.
- Created and maintained corporate external website, intranet, sales portal, and resellers' extranets with successful hit counts of over 5,000 hits per day.

**PriceWaterhouseCoopers** – Santa Clara, Ca.

2000 – 2000

**Graphic Designer / Sr. Trainer / Course Developer / Web Designer**

- Customized stand-up courses for on-line distribution providing all graphic and web programming.
- Updated and tailored New Employee Orientation course for on-line world-wide delivery.
- Successfully facilitated needs assessments with organizations determining training requirements for employees and management.
- Evaluated external course offerings from outside vendors, and created custom courses to meet customers' specific needs.

**Nortel Networks** – Santa Clara, Ca.

1998 – 2000

**Graphic Designer / Sr. Trainer / Course Developer / Web Designer**

- Redesigned and maintained Welcome2Nortel website, accessed worldwide.
- Successfully designed New Employee Orientation course with a multi-organizational international team for world-wide distribution.

- Delivered Training across the U.S. and Canada with average student satisfaction ratings of 4.8 out of 5.
- Worked with executives to develop training strategies specific to organizational goals and metrics.

**Bay Networks** – Santa Clara, Ca.

1994 – 1998

**Corporate Trainer / Graphic Designer / Web Designer**

- Worked directly with CEO and Executive staff to create post-SynOptics/ Wellfleet merger training designed to standardize decision-making and internal processes.
- Partnered with Employee Communications group to develop web based solutions for delivering corporate information to all employees world-wide.
- Delivered training globally in Australia, Singapore, Hong Kong and Beijing with average student satisfaction ratings of 4.9 out of 5.
- Designed VSG (Vision, Strategies & Goals) website for Executive staff, updated quarterly and accessed world-wide.

**SynOptics** – Santa Clara, Ca.

1993 – 1994

**Manufacturing Production Lead**

- Responsible for managing 7 direct reports on two production lines, ensuring that quotas were met with a 98% defect free build and continual employee morale ratings of 8 out of 10 consistently.
- Key team member in implementing Just-In-Time manufacturing processes to entire manufacturing floor, including redesign of process flows, gathering of line metrics and training of employees.
- Lead auditor on successful team that acquired both ISO 9002 and BSI certification for entire manufacturing organization.

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## **Education**

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**De Anza College / Foothill College** – Completed all general education and transferable courses towards Computer Application Bachelors Degree with a concern in Marketing.