Austin Whipple

austin@tealmedia.com

Work Experience

Teal Media
Developer — 2020 - present
- Provide technical guidance and execute on solutions for projects from initial discovery to ongoing support and maintenance.
- Develop standards-compliant, maintainable, and easy-to-use WordPress websites.

Bluehouse Group
Project Manager — 2018 - 2020
- Worked closely with software engineers to deliver outstanding websites and web applications that met or exceeded specifications while monitoring budget and overall project scope.

Swanee Hunt Alternatives
Digital Communications Manager — 2014 - 2018
- Maintained, improved, and rebuilt 13 websites for foundation programs, the organization's founder, and targeted initiatives.
- Oversaw organizational email marketing efforts, growing lists from ~12,000 to 40,000+ contacts.

Information Services & Technology, Boston University
Communications & Documentation Specialist — 2010 - 2014
- Managed content for the 2,300-page IS&T website that receives 100,000+ visits per month.
- Wrote end-user documentation for project teams delivering new or improved IT services.

Analyst, Consultant: Web & Courseware Support — 2008 - 2010
- Provided superior customer support and documentation to website and courseware clients, supervising a service desk of five that included graduate students and temporary staff.
- Managed projects to build a form framework for streamlining thousands of recurring requests.

Blue Cross & Blue Shield of Vermont
Content Developer — 2008
- Input and formatted content for the rebuilt Blue Cross & Blue Shield of VT OpenCMS website.

Technical Training Intern — 2005 - 2008
- Designed, administered, and supported proprietary trainings on information security, sexual harassment, and technical administration skills delivered in classrooms and via Moodle courseware.

Education

Boston University
M.L.A., Mass Communication & Digital Journalism — 2009 - 2013

University of Vermont
B.A., Philosophy — 2004 - 2008