





# SUSANN KONKUS

WEB CONTENT / WEB ADMINISTRATION / WEB DEVELOPMENT

## CONTACT

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 Hardwick, NJ

## EDUCATION

**ASSOCIATES DEGREE,**  
NEW MEDIA  
COMMUNICATIONS  
SCCC  
2014 — 2017

**HONORS MEMBER**  
Phi Theta Kappa Honor Society

## SKILLS

### | Technical

WordPress Custom Themes  
Drupal  
CSS  
HTML  
Salesforce  
Pardot  
JIRA  
ClickUp  
jQuery  
PHP  
Microsoft Word  
Microsoft Excel  
Microsoft PowerPoint

## 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, 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.

## WORK EXPERIENCE

### WEB CONTENT MANAGER

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

- Designed, developed, and maintained 50+ school websites using Drupal 10 and SharePoint, ensuring consistency, usability, and Section 508 compliance.
- Built and updated custom web pages using HTML and CSS across CMS platform; optimized images, forms, and navigation for performance and accessibility.
- Coordinated cross-functional teams (writers, designers, developers, and stakeholders) to implement content updates, multimedia assets, and branding improvements.
- Created 508-compliant enrollment forms and fillable PDFs; resolved accessibility issues flagged in Siteimprove and collaborated with QA specialists.
- Managed web project timelines, tracked revisions and approvals, and provided technical support and training to staff with varying levels of technical expertise.

### WORDPRESS DEVELOPER

ARCADIA UNIVERSITY | 2021 — 2022

- Led migration of institutional websites from Drupal 7 to WordPress, serving as technical point of contact.
- Built and updated custom web pages and templates using HTML, CSS, JavaScript, and PHP.
- Designed and delivered Canvas LMS training modules for faculty and staff, supporting adoption of web content best practices.
- Developed email templates in Pardot for marketing campaigns and trained content editors on CMS usage.

### FREELANCE WEB DEVELOPER

FREELANCE | 2019 — 2021

- Managed and updated multiple WordPress and Drupal sites for clients in higher education, healthcare, and small business sectors.
- Migrated large-scale websites from Drupal 7 to Drupal 8 and WordPress, ensuring smooth transitions and minimal downtime.
- Designed, coded, and maintained custom WordPress themes, implementing responsive layouts and cross-browser compatibility.
- Administered Google Analytics and Google Ads accounts to track site performance and optimize marketing campaigns.
- Created and managed email campaigns in Constant Contact, improving engagement and client communications.

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## SKILLS

### | Technical

Adobe Illustrator  
Adobe Photoshop  
Adobe Indesign  
Adobe After Effects  
Google Docs  
Google Sheets  
Google Analytics  
Javascript

## REFERENCES

### Amanda L. Ryan

R.F. Strategies, Inc.  
President & CEO  
T: 724 814 0133  
E: amanda.ryan@rfstrat.com

### Glen D. Perry

Arrow Alliance Industries  
Creative Communications  
Manager (STEP)  
T: 251 767 3304  
E: d.glen.perry@gmail.com

### Michael Lerner

Lernatic, LLC  
Owner  
T: 321 890 4040  
E: mlmania53@yahoo.com

## PORTFOLIO

<https://susannkonkus.com>

## WORK EXPERIENCE CONTINUED

### WORDPRESS DEVELOPER/DESIGNER

GRAPHICUS DESIGN | 2017 — 2019

- Developed and maintained custom WordPress themes for business clients, improving site performance and functionality.
- Updated, tested, and debugged web pages across browsers and devices to ensure quality and usability.
- Designed and deployed marketing campaigns, including email templates in MS Dynamics and supporting digital/print collateral.
- Provided ongoing website administration and technical support for clients with varying levels of technical expertise.

### WEB DESIGNER

TM FORUM GROUP (VIA STARPOINT) | 2016 — 2017

- Created and updated website content in WordPress using HTML and CSS.
- Designed and tested responsive layouts for email marketing campaigns in Marketo.
- Troubleshoot CMS issues and provided support to content authors, ensuring adherence to style and branding standards.
- Performed browser testing and debugging to maintain consistent functionality across platforms.

### WEB PRODUCTION SPECIALIST

AVENUE STORES, LLC | 2014 – 2016

- Converted Photoshop layouts into responsive HTML/CSS/JavaScript/jQuery pages for e-commerce.
- Partnered with creative team to develop best practices for mobile/email layouts.
- Conducted browser testing/debugging and optimized assets for site performance.

### WEB DESIGNER/DEVELOPER

SK WEB DESIGN | 2012 – 2014

- Design, develop, update and maintain multiple small business websites.
- Work closely with business owners to market and communicate service offerings via website and social media.
- Design and optimize graphics to improve user experience.

### COMMUNICATIONS SPECIALIST

DOW JONES (Via Starpoint) | 2010 – 2012

- Administer all aspects of HR website including security of content and user privileges.
- Project lead for implementation of Omniture Analytics Tool.
- Collaborated with department leads on best way to provide up-to-date and relevant content to employees.

## EXTRA

### HONORS MEMBER

Phi Theta Kappa Honor Society

### DEANS LIST

Sussex County Community College