

Craig McNaughton

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Summary

I have developed significant skills in web programming and application development working on PHP and ASP programming, with MySQL, Access and SQL Server databases, and incorporating Javascript and VBScript. My education as a technical writer and work as web publisher complement those skills with an ability to see websites and applications from an end-user perspective. I keep myself updated on best practices and changing technology to ensure that I can provide the best product possible.

I will put all of these skills, abilities and experiences to efficient and effective use as a web developer, web programmer or technical writer.

Employment

Craig McNaughton (Self-employed), Saskatoon, Saskatchewan

Web developer / Technical writer, September 2008 to present

- Develop and maintain websites
- Write technical documentation and communication
- Consult on website development

Externalgateway.com, Toronto, Ontario

Web Developer / Site Administrator, August 2004 to present

- Doubled client base by directly soliciting new clients
 - Develop and maintain company and customers' websites and manage customer accounts
 - Consult on website development

Canadian Imperial Bank of Commerce, Toronto, Ontario

- Quarterly Achiever, Team Achiever, Superstar, eAchiever, Top Performer and On-the-Spot awards for exceptional performance, productivity, quality, leadership, team performance and teamwork

Senior Web Publisher, Business Information Management, May 2007 to September 2008

- Learned ASP, SQL Server and Ektron CMS300 content management system (CMS)
 - Published procedures manuals through web-based, SQL Server CMS
 - Created and updated ASP templates and CSS stylesheets for SQL Server CMS
 - Maintained web-based (ASP/SQL Server) workflow system
 - Managed database and server issues to maximize website availability

Business Specialist, National Support Line, September 2006 to May 2007

- Investigated system issues and provided internal support, reported issues to project team
- Enabled effective communication between project and support teams and user community
- Analyzed business data, provided recommendations to management and project team

Business Specialist, Procedures and Product Information Services, January 2005 to September 2006

- Department lead for migration of National Support Line documentation functions
 - Developed and updated procedural manuals for branch employees
 - Analyzed business data, provided recommendations to management
 - Assisted in projects to increase operational efficiency

Bilingual Call Centre Specialist, National Support Line, September 2001 to January 2005

- Learned hardware, software and network troubleshooting
 - Instructed callers in financial planning applications, developed and maintained by CIBC
 - Assisted users with hardware, software and network issues on personal computers, servers and peripherals

Fairmont Hotels and Resorts - The Fairmont Banff Springs, Banff, Alberta

Night Manager, March 2000 to May 2001

Assistant Night Manager, December 1998 to March 2000

Guest Services Attendant and Relief Coordinator, May 1997 to December 1998; Summers, May 1993 to September 1996

- Learned Front Desk and Guest Services operations, including personnel, logistics and inventory management
- Automated a two-hour, daily, manual process for compiling Housekeeping assignments

- Redesigned reports to be produced more quickly with fewer errors, saving over 15 hours weekly
- Documented all Night Reception procedures and processes, which were previously undocumented
- Leadership 2000 and Interaction Management courses: interacting effectively with customers and employees
 - Managed guest problems and queries with authority and diplomacy
 - Developed efficient and effective training, management and office procedures for new computer systems
 - Managed budget, payroll and productivity: delegating and organizing workload and coaching employees
 - Managed computer system procedures and queries, ensuring maximum functionality
 - Coordinated and assisted in emergency situations
 - Recruited and trained new Front Office employees

Education

Humber College Institute of Technology & Advanced Learning, Toronto, Ontario

Technical Writing Certificate, 2006 to 2008

- Completed with honours
 - Technical writing fundamentals, including editing, project management, marketing and HTML

University of Saskatchewan, Saskatoon, Saskatchewan

College of Engineering, September 1992 to May 1997

- Bachelor of Science in Engineering (Chemical)

- Fluent in English and French with a working knowledge of German
 - French Immersion program from Kindergarten to grade 12
 - Attended school in Germany, traveled extensively in Europe as part of a student exchange program

Skills

Leadership

Chemical Engineering Students' Society, Saskatoon, Saskatchewan

President, May 1996 to May 1997

- Created and maintained website
 - Chaired all executive and general meetings and supervised all functions, including the graduation dinner
 - Represented all undergraduate Chemical Engineering students at Saskatoon Engineering Students' Society executive meetings

Computer

- Web development and design: ASP, HTML, Javascript, PHP, VBScript; EditPlus 2, FrontPage, UltraEdit
- Database: Access, MySQL, SQL Server
- Content management: Ektron CMS300, Microsoft Sharepoint, Wordpress
- Operating systems: IBM OS/2 Warp , Linux, MS-DOS, Windows
- Word processing: OpenOffice Writer, Word, WordPerfect, Works
- Spreadsheet: Excel, Lotus 1-2-3, OpenOffice Calc, Quattro Pro
- Presentation: OpenOffice Impress, PowerPoint
- Project management: Microsoft Project
- Property management: LANmark

Portfolio

- ppfhouse.com: a combination of websites for three brothers providing music, art, animation and video services
- westerncitiesconference.ca: an information website for the annual Western Cities Human Resources Conference
- externalgateway.com: a corporate website for a web hosting and development company
- craigmcnaughton.ca: a personal website featuring a portfolio and resumé

- Perform hardware and software maintenance and upgrades on personal computers
- Developed Visual Basic macros at CIBC for automation, ease-of-use and consistency in applications
- Developed and maintained information database at CIBC
- Developed and maintained word-processing and spreadsheet documents for Accounting, Food and Beverage, Front Office and Housekeeping departments at the Fairmont Banff Springs