

# Derek J. Gilliard

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## EDUCATION

**GEORGIA SOUTHERN UNIVERSITY**, Statesboro, GA - *Bachelors of Science, Information Technology*  
*Concentration in Web Development & Minor In Mass Media Communications with some experience in Design, Civil Engineering and Engineering Technologies.*

## EXPERIENCE

**GRADY MEMORIAL HOSPITAL**, Atlanta, GA - *Patient Safety Monitor* | **SEPTEMBER 2023 - PRESENT**

- Worked with nurses to assist patients and visitors with a comfortable hospital experience.
- Participated in diversional activities to alleviate patients uncomfotability
- Assisted nurses in providing additional assistance such as feeding, cleaning, and walking with the patients.
- Utilized Hyperdrive/Epic to chart patient observations and activities throughout a 12 hour shift.

**FRIENDS SERVICE COMMITTEE**, Atlanta, GA - *Community Organizer* | **MAY 2022-FEBRUARY 2023**

- Designed graphic materials using Figma and Canva
- Developed and managed social media accounts such as Twitter and Instagram
- Developed educational materials and strategies to organize Atlanta residents to educate on housing rights and resources.
- Created communication strategies for organizers and tenants by leading and conducting meetings.
- Assisted with the integration of technology for the Atlanta Economic Justice Program. (I.e. Social Media, Integrated software for organization of information.)

**GOODWILL OF NORTH GA.**, Atlanta, GA - *Shift Supervisor* | **MARCH 2021-AUGUST 2021**

- Managed, trained, and provided performance reviews for a team of 30+ employees.
- Maintained compliance with company policies and procedures for safety.
- Provided customer service to resolve any issues or concerns regarding shopping experience or technology issues
- Worked with managers to strategize on improvements in procedure and training to increase productivity goals and sales.

**BLACK HOUSE DEVELOPERS**, Atlanta, GA - *Web Developer/Business Consultant/Freelancer* | **NOVEMBER 2018**

- Consulted with clients on different technology solutions that would help boost brand development and engagement.
- Designed and implemented user-friendly websites using HTML, Javascript, CSS, and other web development technologies
- Collaborated with a team to develop custom design elements based on clients' technological needs for brand development.
- Provided hands-on and in-personal support for clients who need to understand CMS systems, interfaces, and other web technologies.
- Conducted maintenance, updates, and troubleshooting for clients' websites using Wix, WordPress, and other cms for designs.
- Operated as project manager for development projects requiring thorough communication with clients and partners.

**ESQUIRE DEPOSITION SOLUTIONS**, Atlanta, GA - *Project Coordinator & Quality Control Binder* | **JUNE 2017 - JANUARY 2021**

- Worked with the quality control team to process legal transcripts and paperwork and facilitated, managed delivery. .
- Used a logging system to review orders to check for accuracy in transcripts and sales orders.
- Procured detailed legal documents for law firms and legal entities.

## SKILLS

**Applications:** Adobe PDF; Microsoft Office including Word; Powerpoint; Publisher; Visio; Excel;

**UI/UX Design Experience:** Wireframing, Mockups (Figma), User-Centered Design Principles, Agile Development

**Coding Experience::** HTML; CSS; SQL; PHP; Javascript;

**OS Experience:** MacOS; Windows; Linux