


Susan Butler

Digital Privacy and Security Enthusiast

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EXPERIENCE

QA Manager; Support Engineer

KERV Interactive | April 2019-Present

- Manages the internal QA process, including manual and automated testing (via Endtest).
- Is first line of contact for all HelpDesk inquires, and manages Help Desk tools and documentation.
- Acts as interim Project Manager, helping plan the sprint cycle and extra projects for the team.
- Supports the R&D team by manging interns for data collection, and training neural nets on collected data.

Director of Customer Experience

Rogue Signal | July 2016-April 2018

- Maintained and updated websites for internal and external clients, including but not limited to: frontend development, content creation, copy updating, redesigning, domain management.
- Researched, selected, and maintained all internal tools and services: password management, GSuite, VPN services, and more.
- Volunteer Coordinator for all events and engagements; responsible for staffing all roles during events.
- Maintained vendor and sponsor relations as necessary, including purchasing digital & physical assets.
- Project Management of events, for example – Put Together BDYHAX Fashion show, which included coordinating over 15 designers worldwide and 15 local models for a fashiontech show on a tight budget.

Web Management Consultant; Owner

ClevrCat, LLC | May 2013-2018

- Engaged with IT and Web clients, including eCommerce set up & management, and Wordpress management.
- Copy re-writing, creative direction, ghost blogging, and ERM management for a private practice on PracticeFusion.
- Created all visual content and copy for all channels - personal and for clients, such as a tech conference, an organic goods store, a realtor, a tech firm, a travel agent, and a private family practitioner.

EDUCATION

Southwestern University

BA in Art History

Minor in History

May 2009

3.65 GPA

SKILLS

HTML + CSS

QA Testing

E-Commerce Management

WordPress

POS Systems

Adobe Suite

Help Desk Systems

Security Training

Project Management

INVOLVEMENT

AHA! (Austin Hackers member)

LockCamp

ISSW

NolaCon

HushCon East

HushCon West

LasCon ATX