

# Jeff Bugbee

<https://bugbee.me> • 503-998-7711 • [jeff@visionmule.com](mailto:jeff@visionmule.com)

---

## Strategist & Designer

*Client-focused professional with more than ten years of problem-solving, design, sales, and management.*

---

Technically diverse web and design expert with a noted history of deciphering and executing customer and team envisioned business web projects. Highly regarded in handling multiple deadline-based assignments concurrently while delivering each one on time. Broad knowledge of website build and design, project management, graphic design, and competition research and SEO implementation in development environments. Adept in all aspects of self-start business solution projects and executing discovery processes. Excellent abilities in leadership; able to maintain solid rapport with clientele while building on contracted services. A life-long student of web technologies and business strategies who keeps pace with advancements, standards, and current practices in the industry. Skilled in illustration, photography, video production, creating proposals, and contract negotiation, as well.

*Problem Solving / Business Web Strategy / Client Relationship Management  
Client Training and Support / Requirements Gathering / Website CMS Customization  
Responsive Design and Testing / Online and Print Marketing Collateral / G Suite Setup and Management*

---

## TECHNICAL PROFICIENCIES

**Platforms:** Mac OS, Windows, Ubuntu

**Tools:** HTML, CSS, JavaScript, G Suite, PHP Troubleshooting, Git, WordPress, WooCommerce, Drupal, OpenCart, MySQL, DNS, FTP Client Setup, Backup Management

**Software:** Adobe Creative Suite, iWork, Final Cut Pro, Microsoft Office Suite

---

## PROFESSIONAL EXPERIENCE

**Web Strategist & Designer** (06/2010 – PRESENT)

VisionMule, Portland, OR

Manage full-service web agency engaged in creating, designing, integrating, and implementing websites as well as strategic planning for digital platforms. Other duties include producing print ads, flyers, posters, signage, and additional marketing tools, developing e-commerce stores, and defining Content and SEO strategies. Client relationship management, as well.

**Key Achievements:**

- Increased sales by as much as 20% for clientele year-over-year.
- Created successful click-through campaigns resulting in 111% upswing in rates.
- Champion client UX/UI for higher click-through and visitor conversion rates.
- Cater to customer specifications and build out services to deepen client relations.
- Customized web platforms hosting hundreds of products for both public and secure customer account sales.

*...Continued...*

# Jeff Bugbee

<https://bugbee.me> • 503-998-7711 • [jeff@visionmule.com](mailto:jeff@visionmule.com)

---

Page Two

## **Technical Expert & Specialist** (07/2017 – Present)

Apple Inc, Tigard, OR

Team development with a focus on mentoring fellow crew concerning customer problem solving and solution advice in addition to team role growth. Solid customer relationship repair strategies, aligning with customer concerns while providing assured solutions for Apple mobile devices.

### **Key Achievements:**

- Translates technical terminology into commonly known colloquial terms.
  - Eighteen-minute average resolution turnaround time while offering genuine concern for complete and personalized customer solutions.
  - Partners and communicates with team to assist in creating problem solving techniques for complex situations.
  - Multitasking when appropriate to ensure quicker turn-around times for happy customers.
  - Expertise in hardware repair with high success rate with quick turnaround time.
- 

## **EDUCATION, SERVICE, AND TRAINING**

**Bachelor of Arts in Moving Image Arts**, Concentration in Electronic Media  
Santa Fe University of Art and Design, Santa Fe, New Mexico

### ***Volunteer Experience***

Volunteer Videographer/Editor – FlyingFocus Video Collective (2006 – 2008)  
Recycling Program Organizer [Volunteer] – Santa Fe University of Art and Design (2000 – 2002)

### ***Technical Certifications***

Front-End Formations / Front-End Foundations

### ***Professional Development***

Front-End Development / UX and UI Design – Udemy (Ongoing)  
Front-End Web Development – TeamTreehouse.com/jeffbugbee (Ongoing)