

Sarah Lloyd

SARAH LLOYD
INTERACTIVE & DIGITAL MEDIA



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EXPERIENCE

Managing Web Support Specialist, Senior Web Support Specialist, Web Support Specialist, CGI Digital

September 2021 – Present

- Launched WordPress sites & managed DNS records for domains
- Implemented IDX services, form plugins, and optimization tools onto websites
- Completed client revision requests and fixed errors on WordPress & HTML sites
- Wrote guides on team processes and trained new team members
- Managed team of up to 9 members by delegating tasks and organizing ticketing queues
- Collaborated with other Managers to improve processes and cross-departmental communication

Communications & Storytelling Intern, BBQ Bus Catering Co.

July 2021 – November 2021

- Designed window graphic for new storefront & Created videos for Instagram
- Updated website landing page using BentoBox
- Met with social media intern to discuss strategy and implementation of content

Web Design Undergraduate Instructor, Indiana University

February 2021 – May 2021

- Gave students guidance during group activities
- Answered student questions during class
- Held weekly office hours to help students with project work
- Collaborated with other Instructors to grade projects and assignments

EDUCATION

Indiana University Bloomington

Media BA with concentration in Interactive & Digital Media. Minors in Creative Technologies in Art & Design and Human-Centered Computing.

Graduated May 2021 with High Distinction.

SKILLS

Adobe Creative Suite	HTML & CSS	Blender	Multitasking
Infographics	Figma	Training	Writing & Editing
Canva	Webflow	WordPress	Customer Service
Illustration	JavaScript	Divi & Elementor	Web Troubleshooting
Video Editing	Bootstrap	IDX Broker	AI Prompt Engineering
DNS Records	Asana	Web Hosting	Project Management
Jotform	Triaging	Website Security	Google Workspace

REFERENCES

Available Upon Request