

Edward Caissie

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Objective

Take on the responsibilities of a top backend/PHP developer with a view on being the best person for the position across all of the company's platforms and services. To improve the overall experience of all inter-personal communications; and, help those with concerns and questions find a solution that works best for them.

Experience

Lead Happiness Engineer, NextGEN Gallery – Photocrati Media August 2013 to present

Managing several email inboxes as well as all known WordPress Support forum topics to address end-user concerns and questions as well as act as a liaison between users and the developer staff at Photocrati Media

WordPress theme review team (admin) June 2010 to present

Working with other theme review team members as well as the WordPress theming community at large to build a better more respected representation of the quality of themes and craftsmanship of WordPress theme authors who host their works in the WordPress theme repository.

Customer Service Manager – E.C.E. (Canada) Ltd. August 1989 to August 2013

Started at the bottom and worked my way up to the Customer Service Manager position dealing with the industrial and automotive manufacturing sectors via fax, telephone, email and in-person interactions. I also held the positions of Inventory Manager, Traffic Manager, and Purchasing Manager during career with ECE.

Education

University of Toronto 1986

Bachelor's Degree in Survey Science with minor in Statistics (incomplete)

Thomas L. Kennedy S.S., Mississauga, Ontario 1984

O.H.H.S.S.G.D. (Grade 13 diploma) – Graduated in top 10 of class

Skills

Aside from the basics (HTML, CSS, and WordPress itself) my skills are based on years of experience. Perhaps the best description of my skills is to see them in action ... predominantly for the last two years I have been solely responsible for managing the support forums at WordPress for NextGEN Gallery. Have a look at the @photocrati profile and see all of the replies signed as "- Cais." That would be me.

Of course you can also see my own WordPress profile under @cais as well where you will find WordPress repository hosted themes (6), plugins (18) and references to the various teams I work with.

Link: <https://wordpress.org/support/profile/photocrati>

Link: <https://profiles.wordpress.org/cais>