

Henry Verey

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SUMMARY

Digital & Technical Support Specialist with 5+ years across technical platform support, web builds, and SEO strategy, with a track record of building client websites and managing high-volume support queues.

Support: *Platform Troubleshooting, Ticketing Systems, Google Ads Support, Microsoft Ads Support* | **Web:** *WordPress, Wix, HTML, CSS, JavaScript, Bootstrap, Wireframing* | **Marketing & Analytics:** *SEMrush, Google Analytics, Google Ads, Microsoft Ads* | **Platforms:** *Salesforce, QuickBase, Asana, Jira*

EXPERIENCE

Foxton Business Solutions

Portland, OR

Web Designer & Technical Consultant (Remote)

(January 2023 - Present)

- Designed, built, and launched 3 client websites end-to-end using WordPress and Wix, including Devere Technologies and NetZero Energy, with a focus on mobile-first design and UX best practices.
- Conducted comprehensive SEO audits using SEMrush, identifying and resolving on-page, off-page, and technical SEO issues to measurably improve search visibility and site performance for clients.
- Provided ongoing technical support and platform troubleshooting for client websites, resolving plugin conflicts, functionality errors, and system issues to maintain uptime and performance.

Rubicon

Lexington, KY

Data Integrity Specialist II (Remote)

(July 2022 - December 2022)

- Managed contract and financial data for 30–50 national accounts in the CRM, maintaining site profile integrity in the billing system to ensure accurate invoicing.
- Processed up to 20 daily change requests from account managers in an internal queue, resolving profile data discrepancies and updating site locations and pickup frequencies.

Logical Position

Lake Oswego, OR

Business Analyst I (Remote, Promoted)

(December 2021 - April 2022)

- Authored business requirements documents and user stories in Jira, serving as the bridge between internal departments and the development team to streamline CRM change requests.
- Mapped 5–7 cross-departmental process workflows in Visio, documenting every department touchpoint and system involved.

Channel Partner Specialist (Remote)

(March 2021 - November 2021)

- Served as primary technical support contact for agency clients running Google Ads and Microsoft Ads campaigns, resolving billing errors, feed rejections, policy violations, and account suspensions.
- Maintained a ticketing queue of 20–30 support requests daily in QuickBase CRM, triaging issues by priority and ensuring fast resolution with clear communication to account managers.
- Managed account onboarding and offboarding end-to-end, including account creation, user permissions, and CRM updates.

Airefco Inc.

Tualatin, OR

Marketing Assistant

(July 2018 - September 2020)

- Supported rollout of Infor SXe ERP, configuring role-based user permissions and collaborating with the integration team to connect web sales into the system.
- Maintained Salesforce CRM records, processed 20–30 daily web sales orders, and built performance dashboards for branch managers to track sales and order statuses.

EDUCATION

Bachelor of Applied Science in Technology & Management · Oregon Institute of Technology · GPA 3.8