

# Travers La Ville

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## MISSION STATEMENT

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*Self-motivated, expert level problem solver looking for a challenging position within the larger content management and/or technical writing ecosystem.*

*With more than eight years of working experience within the field of SOP (Standard Operating Procedure) and technical documentation, you can rest assured that I would hit the ground running. As an added bonus, I'm quite comfortable with most modern web technologies/frameworks and equally comfortable speaking with business-folk, tech-folk and end customers alike.*

## SKILLS

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<b>Technologies:</b>	php, oracle, html, css, javascript/jquery, ajax, mysql, MS access, codeigniter, Bootstrap,
<b>Software:</b>	unix, windows, putty, vs code, filezilla, vm box, git bash, netbeans, gimp, microsoft office suite, tiny take
<b>Platforms:</b>	Magento, peoplesoft, drupal, wordpress, slack, hostgator, digitalocean,
<b>Analytics and Reporting:</b>	Analytical reports, technical papers, contracts, technical requirements documents, vision and spec documents, test plans, web forms, web reports, ad-hoc reports, executive summaries

## PROFESSIONAL EXPERIENCE

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### Brandmuscle, Inc.

#### *Client Services Representative - Farmers Insurance Group*

**2014 - 2017**

- Maintaining client / business-to-business relationships via client meetings and conference calls
- Responsible for resolving financial data discrepancies above \$1 million threshold for ongoing projects
- Responsible for quarterly project scheduling and budget establishment and adherence
- Coordinate staffing needs for project support while adhering to project launch schedules

#### *Project Lead, Marketing Reporting Suite - Farmers Insurance Group*

- Negotiated project schedule and budget with Program Director of Farmers
- Designed and tested 260 hours worth of project design work to enable a end-user reporting tool
- Formulated comprehensive test plans to implement reporting tool in adherence of launch schedule
- Managed products on client site with enriched meta-data for optimal UX, HTML, CSS and DNS event log monitoring

#### *Business Analyst, Account Reconciliation - Farmers Insurance Group*

- Developed over 50 complex analytical queries in SQL to create graphic dashboards and reporting for the client to visualize their data in a meaningful way and solve discrepancies between data and web reporting
- Resolved payment discrepancies and transactional disputes valued over \$300k
- Analyzed invoicing process for North America to identify
- Managed weekly meetings with team members across time zones and offices to coordinate projects and reconcile sales data issues

### Just Brakes

#### *Manager/ Service Writer*

**2013- 2014**

- Managed price-points for both the company and customer in accordance with corporate guidelines
- Recovered over 20k in accounts receivable per month
- Developed corporate SOP regarding legal liability for services provided
- Maintained customer appointment schedule to ensure a timely customer experience
- Coordinated inter-office communication regarding sales campaigns and promotional offers

## Connectivity Source

### *Service Technician Manager*

**2009 - 2013**

- Improved a third-quintile location to a first-quintile store in under two months
- Collaborated with more than 8 insurance companies to process approximately 1,000 cell phone claims per month
- Created training procedures to onboard more than 20 additional employees

### *Service Technician*

**2**

- Promoted to Service Technician Manager after 6 weeks
- Maintained accurate billing records to process insurance claims
- Received Sprint Service Technician certification

## La Ville Solutions

**Present**

### *Owner*

- Manufactured a more dynamic web experience for Austin based businesses and artists by leveraging web languages various solutioning tools
- Consulted

## EDUCATION

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**Concordia University, Austin, TX**  
*Bachelor of Science - Computer Science*

**Present**