

Travers La Ville

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MISSION STATEMENT

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

Technologies:	php, oracle, html, css, javascript/jquery, ajax, mysql, ms access, codeigniter, bootstrap,
Software:	unix, windows, putty, vs code, filezilla, vm box, git bash, netbeans, gimp, microsoft office suite, tiny take
Platforms:	magento, peoplesoft, drupal, wordpress, slack, hostgator, digitalocean
Analytics and Reporting:	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

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 inefficiencies and inaccuracies in billable hours
- 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

- 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 and various solutioning tools
- Consulted clients web solutions

EDUCATION

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

Present