

SHAWN P. SHRADER

6702 Fauntleroy Way SW • Seattle, Washington 98136

(C) (614) 946-1979 • hawkbit@gmail.com

Technical Support Lead

Allrecipes.com, Seattle, Washington

January 2012 – Current

- **Improved information visibility** by creating community websites, FAQs and jobs pages to provide customers access to our resources.
- **Writes concise bug reports** through Jira to communicate site and app errors to our Dev and QA teams, while using standard bug writing guidelines.
- **Developed reporting methods** for tracking trends in all reported technical and mobile issues, yielding a decreased response time for customer emails.
- **Created internal website** for documentation of all department processes and procedures.
- **Researched new technology** platforms to implement: Tableau, Zendesk, WordPress, Stripe, Intercom, Pathwright, and more.
- **Implemented solutions** in WordPress and Google Sites to link customers to careers, brand marketing explorations, and FAQs.
- **Created best practices** for mobile and technical support representatives.

Customer Service Specialist

Columbus Metropolitan Library, Columbus, Ohio

October 2007 – October 2009

- **Job Help Center Specialist** that specialized in helping people locate jobs and build resumes; demonstrated Microsoft Office products for use towards resume creation and employment search.
- **Tech Troop Initiative Member** that specialized troubleshooting various computer, printer and projector issues with both staff and customers, yielding a 50% reduction in IT service dispatches.
- **Various responsibilities** included general customer service, overdue materials and fines process, maintained inventory, mended books, transported materials to other branches, coordinated office supply purchases and distribution, all nightly closing responsibilities.
- **Assisted in organizing** community meetings and special events, including the 40th Anniversary of MLK Branch, holiday events, Summer Reading Club and other various programs.

Education: Franklin University

June 2011 – Present (*active student, 3.7 GPA*)

Web Development Major (*Senior Status*)

Ruby on Rails and JavaScript focus

Certificate: CompTIA

A+ Certification September 1999