

# Trevor Hill-Hand

**I explore, map, and build systems.** I work to bridge the technical and human — designing information architectures that remain useful even when imperfectly maintained or partially remembered.

Thirteen years supporting customer experience operations taught me that the best technical solutions fail without stakeholder buy-in, and the best laid plans fail without good tools.

My philosophy is tool and framework agnostic: focus on underlying principles and transferable solutions rather than platform-specific implementations.

## Core Competencies

- **Knowledge Systems & Architecture:** Enterprise knowledge base design and taxonomy development, content governance frameworks and lifecycle management, search optimization and information findability, controlled vocabulary and metadata strategy
- **AI & Automation:** Conversational AI (Cognigy platform), user intent management, workflow automation design, and cross-system orchestration
- **Data & Analytics:** Advanced Smartsheet (formulas, cross-sheet references, automation), SQL queries and data transformation, CSV/JSON processing and API work, tidy data principles and data quality management
- **Stakeholder Management:** Requirements gathering across technical and non-technical audiences, documentation for multiple audience levels
- **Platforms & Tools:** Smartsheet (advanced), Microsoft suite (Excel, SharePoint, Access, Power Automate), Obsidian, SQL, Cognigy, JSON/CSV processing
- **Programming & Development:** Python scripting, shell scripting, C++ basics, HTML/CSS, markdown systems, version control concepts, API integration
- **Creative & Technical:** Godot Engine, Blender 3D, Adobe suite, video editing/compositing, game modding, procedural generation

## Education and Certifications

- Media Arts & Animation, Art Institute of Las Vegas (3.5 years completed)
- Six Sigma Green Belt Certification

## Work Experience

### Foundever (formerly Sitel Group)

*Customer experience technology*

#### **Knowledge Management Architect, North America**

July 2020 - October 2024

- Regional “architect” for intranet content, content creators, audience definitions, and content maintenance
- Trained and supported content owners
- Owned and managed Cognigy conversational AI chatbot integrated with knowledge base
- Developed hybrid AI/expert approach, maintaining parity between chatbot and intranet via scheduled audits from experts and stakeholders

#### **Continuous Improvement Manager, North America**

September 2019 - July 2020

- Supported and led Lean Six Sigma projects for internal operations and client programs
- Core member of initial intranet project
- Built project management tools and processes for Continuous Improvement department

#### **Operational Reporting Analyst, Las Vegas**

April 2013 - September 2019

- Financial planning & analysis, data management, internal communications
- Developed automated reporting solutions using Excel, Access, and SQL queries
- Managed and mentored technical support staff (workforce, quality, data)

#### **Special Customer Support, Retail Client**

June 2012 - April 2013

- Resolved complex escalated issues: BBB complaints, executive correspondence, injury claims, lost shipments

### Art From the Heart

*Art, printing & photography*

#### **Printer, Photographer, Designer**

January 2006 - January 2009

- Sole employee managing client relations, photography, pre-press, and printing
- Specialized in giclee reproductions on canvas using large-format inkjet printing