

# Trevor Hill-Hand

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*My goal is sustainable, healthy work towards universally accessible knowledge and artifacts that will still be of value to people living ten thousand years from now.*

## Education and Certifications

- Bachelor's Degree (*Incomplete*), Media Arts & Animation, Art Institute of Las Vegas
  - Completed 3.5 years
- Six Sigma Green Belt Certification
- **Philosophy:** Strong believer in tool/framework agnosticism - focus on underlying principles and transferable solutions rather than platform-specific implementations.

## Professional Skills

- Process Management and Improvement (Lean Six Sigma)
- Project Management & Stakeholder Coordination
- Documentation and Document Management
- Data Management & Analysis / Tidy Data
- Requirements Gathering & Prototyping
- Workflow Automation & Integration Design
- Training Development & User Enablement
- Creating actionable tools and best practices for meeting regulatory and technical requirements

## Platform & Tool Experience

- Smartsheet (advanced formulas, cross-sheet references, automation)
- Microsoft ecosystem (Excel, SharePoint, Access, Planner, Power Automate)
- Obsidian (knowledge graphs, markdown systems, linked notes)
- SQL for data queries and analysis
- CSV/JSON data transformation
- API integration concepts
- Version control principles

## Technical Skills & Hobbies

- **Game Development:** Godot Engine, PlaySCII, game modding across various engines
- **3D & Visual:** Blender 3D modeling and animation, Adobe suite
- **Video:** Compositing and non-linear editing
- **Programming:** Python scripting, shell scripting, C++ basics
- **Web:** HTML/CSS, static site generation, markdown publishing
- Building tools and workflows for knowledge management and personal productivity
- Exploring emergent gameplay systems and procedural generation
- Contributing to open-source audio software development
- Researching long-term information preservation and digital archiving
- Studying accessibility design patterns and universal design principles

# Work Experience

## Foundever

*Customer experience technology (formerly Sitel Group)*

### **EverConnect Architect, North America**

*July 2020 - October 2025*

*After deployment of global intranet, recruited for newly created Architect role to serve US & Canada operations (serving a peak of 20,000+ associates across 40+ locations)*

- Intranet architecture, content strategies, and governance frameworks for regional and local teams
- Trained and supported regional content owners, administrators, and power users
- Created and optimized Smartsheet solutions for project tracking, data analysis, and workflow automation
- Led cross-functional initiatives spanning multiple departments, clients, and geographic regions

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

*September 2019 - July 2020*

- Consulted and led Lean Six Sigma projects for internal operations and client program teams
- Built and maintained project management tools and processes for the Continuous Improvement department
- **Global Intranet:** Served as core member of project "small tent" for conceptualization, requirements gathering, vendor evaluation, and deployment.
  - Stakeholder in Request-For-Proposal process, reviewed multiple market solutions
  - Identified security and compliance requirements that necessitated in-house development
  - Contributed to platform design, information architecture, and rollout strategy as Process Improvement PM

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

*2013 - September 2019*

- Financial planning & analysis, data management and logistics, internal communications
- Managed and mentored inter-department technical support staff (workforce management, quality assurance, reporting analysts)
- Developed automated reporting solutions and data visualization dashboards

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

*June 2012 - 2013*

- Resolved complex escalated customer issues including Better Business Bureau complaints, lost shipments, injury claims, and executive correspondence

## **Art From the Heart**

*Art, printing & photography*

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

*January 2006 - January 2009*

- Specialized in giclee (inkjet printing on canvas) reproductions of paintings
- Managed client relations, photography, pre-press, and printing as sole employee

## **NWTEC**

*Residential Construction*

### **Crew Leader**

*December 2005 - December 2006*

- Led crew of 2-4, implementing and maintaining Storm Water Pollution Prevention Plan measures across construction sites