

# Robert Wagner | UI/UX Designer

Salt Lake City, UT

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## Professional Summary

**About Me** | Dynamic background in Communications, Sales & Marketing, Education, and Technical Support with 20+ years of combined professional experience.

**Why UI/UX Designer** | With a degree in Web Design and Development, broad professional background, and a passion for customer experience, and team collaboration, I naturally gravitated to the UI/UX side of Web Development, and love designing Websites/apps with that goal in mind (See examples)!

## Skills & Experience

- **Coding Languages** | HTML, CSS, Javascript, and PHP
- **Software** | Adobe PhotoShop, InDesign, Illustrator & Premier. Figma. MS Word, Excel, Outlook+
- **Style Guides** | Can follow a Style Guide, and deeply enjoy the branding and UX process of it
- **Communication** | Advanced written and verbal communications at all company levels
- **Customer Service Expert** | 20+ years in broad Customer Service environments
- **Team Building** | Passionate about building a positive environment (See Utah First Credit Union)
- **Public Speaking** | Delivered 1,000's of career presentations, and conducted 100's of interviews
- **UX Sample** | [Word Press Example Site](#) (took about 1 hour, very simple construction co. site)
- **UX Sample** | [Built-from-scratch website](#) as a community volunteer on Emergency Preparedness

## Employment

**Applications Support Engineer II** | MVi - Millennial Vision, Inc.

**2018 – 2024**

*MVi/CDi provides SaaS Solutions for Financial Institutions and Municipalities in Electronic Content Management systems, including hardware and software deployment, configuration, and support.*

- Built online form (Laserfiche Forms) to serve as Annual Review Form for the entire company
- Built multiple LF Forms for customers' electronic document processing needs on many levels
- Configured Workflows to help process documents automatically per conditions and field values
- Updated customers' logo with brand changes to support a better UX for their team
- Simultaneously manage between 10-20 projects, coordinating with all levels of a company from C-Suite Execs to front-line staff, in achieving goals on time in our IT Project Management vertical
- Completed 30+ contracts in 2023, securing \$300K+ in company revenue

## **Solutions Specialist |** MVi - Millennial Vision, Inc.

**2017 - 2018**

- **Productivity** | Fast-paced, solutions-driven, objectives achieved. Sometimes solving 100+ tickets/month where it was common for team members to achieve between 40-60
- **UX Design** | Also served as a local website resource, responsible for adding documents, and managing updates/menus with UX of company website

## **Recruiting Manager |** Robert Half

**2017**

*Robert Half provides talent sourcing services for Finance and Accounting roles, as well as Technical and other business process roles*

## **Assistant Branch Manager |** Utah First Federal Credit Union

**2016-2017**

- **Design** | Designed a branch-specific marketing slick, and used it to prospect local dealerships
- **Sales** | Added 3 new dealer partners to the branch the same week and began taking applications
- **Team building** | Reduced branch turnover from 75% to 25% by analyzing the team's motivations/interests, providing regular branch snacks (on my own dime, but worth it), as well as a positive, upbeat attitude to help keep the team happy and engaged

## **Field Admissions Representative |** Universal Technical Institute, Inc.

**2012 – 2015**

*Universal Tech. provides technical career training for Automotive, Diesel, and motorsports industries.*

As a Field Admissions Representative, I was invited into 50+ high schools to provide career planning presentations to classes of ~20-40 students

- **Public Relations** | Conducted 400+ interviews with students and their families to discuss their education & career path, and plan a course to help them achieve it
- **Public Speaking** | Delivered 1,000's of career planning presentations in High Schools
- **Productivity** | Generated over \$1,000,000 in successful starts my 2<sup>nd</sup> and 3<sup>rd</sup> years each.
- **B2B and Education industry relations** | Went from 15 active accounts to over 50 active accounts by conducting consistent follow up, professionalism, and demonstrating the value our career planning presentations deliver to their audience

# **Education**

**BS - Web Design & Development |** BYU

**Certificate - Web Media |** BYU

**AS - Business |** Green River College