

Robert Wagner

Salt Lake City Metropolitan Area

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Professional Summary

About Me | 20+ year background in customer service, sales & marketing, Education, Technical Support and IT Project Management

Why A Technical Writer | I've always had a passion for education and technical writing. With over 1,000+ case notes that also serve as KB articles (by design), I discovered that I love technical writing! Leadership has approached me about my writing skills, and referenced my notes in solving complex technical problems.

Skills & Experience

- Style Guide and Technical Documentation Creation
- HTML, CSS, Javascript, PHP, XML, and RegEx
- Familiar with Adobe, Figma, and Microsoft Products
- Known for my ability to Simplify complex technical concepts for customers
- Experience in branding and UX Design
- Public Speaking, Presentation Design and Delivery
- Professional B2B and B2C written and verbal communications
- [Word Press Example Website](#) (took about 1 hour, very simple construction co. site)
- Community [Emergency Preparedness Website](#) (build from scratch)

Employment

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

2018 – Present

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

- **Technical Design** | Created Easy-to-follow Technical Guides on a complex web-based application
- **Technical Design** | Built an online form to serve as Annual Review vehicle for our entire company
- **Written Training Documents** | Provide written and visual media steps for SaaS Support where customers need training on a key feature of their purchased software
- **Productivity** | Completed over 30 contracts in 2023, securing \$300K+ in contract revenue

Solutions Specialist | MVi - Millennial Vision, Inc.

2017 - 2018

- **Productivity** | Fast-paced, solutions-driven, objectives achieved. Sometimes solving 100+ tickets/month
- **UX Design** | Also served as a local website resource, responsible for adding documents, and managing updates with UX of 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

Key Achievements:

- **Public Relations** | Conducted over 400 interviews with students and their families to discuss their education and career path, and plan a course to help them achieve it
- **Productivity** | In less than 6 months, generated over \$450K in successful starts
- **Productivity** | The following year, generated over \$1,000,000 in successful starts
- **B2B and Education industry relations** | Through patience, professionalism, consistent follow up, and creativity, went from 15 accounts to over 50 accounts that I could continue to develop each year, leveraging my experience in communications, collaboration, and win/win mentality, keeping accounts engaged and active each successive year

Education

BYU - Idaho | BS Web Design & Development