

Robert Wagner | Technical Writer

Salt Lake City, UT

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Professional Summary

Dynamic 20-year background in Technical Support, Sales & Marketing, Banking, and Education.

Technical Writer | With 6+ years in technical case notes, I discovered that I love technical writing, and I'm good at it! I have produced 1000's of technical case notes, documentation, How-To's, Installation Guides, and Upgrade/Configuration manuals! I look forward to next steps as a Technical and Senior Technical Writer with my chose company!

Skills & Experience

- **Branding** | Style Guide and Technical Documentation Creation
- **Coding** | HTML, CSS, Javascript, PHP, XML, and RegEx
- **Design Software** | Adobe, Figma, and Greenshot (kind of like Snag-it)
- **Project Software** | Microsoft Office – Word, Excel, CRM, Outlook, and PowerPoint
- **Teaching** | Known for my ability to Simplify complex technical concepts for customers
- **Communications** | Public Speaking, Presentation Design and Delivery
- **High-level Communications** | Professional B2B and B2C written and verbal communications
- **Sample** | [Word Press Example Website](#) (took about 1 hour, very simple construction co. site)
- **Sample** | Community volunteer [Emergency Preparedness Website](#) (built from scratch on Github)

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 Writing** | 1,000's of technical case notes and documents produced both in complex technical resolution, SaaS Software Support, and Marketing.
- **Technical Design** | Upgraded a fillable PDF Annual Review From to an online, web-based form to serve as our Annual Review Form for the entire company
- **Productivity** | Completed over 30 contracts in 2023, securing \$300K+ in contract revenue, in addition to relieving front-line on complex cases and managing other projects within our IT Project Management vertical

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 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

BS - Web Design & Development | BYU

Certificate - Web Media | BYU

AS - Business | Green River College