

Robert Wagner | Sr. Technical Support

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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 Product/Applications Support | With a broad professional background, a passion for solving problems and helping both my team and our customers succeed, I'm excited to continue my career in SaaS Product and Applications Support!

Skills & Experience

- **Technical Writing/Case Notes** | Well-documented discovery and solutions processes, including screenshots where applicable. Leadership has praised me on my technical documentation
- **Communications** | Recognized by leadership as an expert communicator, especially written - where my case notes were regularly referenced to solve similar complex issues
- **Software - Microsoft** | Microsoft Outlook, Word, Excel, Teams, CRM, SQL Server, and SSMS
- **Software – Visual Media** | Adobe PhotoShop, InDesign, Illustrator & Premier. Figma, Greenshot
- **Software – Other** | Salesforce, GoToAssist, ServicePro, Symitar, OSI, and Laserfihce
- **Operating Systems** | Microsoft Windows 7-11, Server 2008-2022
- **Coding Languages** | HTML, XML, RegEx, CSS, and JavaScript
- **Web Applications** | Setup, discovery and implementation of IIS Web Applications, including working with PHP Manager, Web-based Forms, and Workflows.

Special Projects

MVi – Millennial Vision, Inc.

2018 – 2024

Employee Annual Review Form

The company was using a fillable PDF for each employee annual review, and I was approached to upgrade it to an online form on the company's intranet to make it more accessible, dynamic, and add some details. I took on the project and delivered according to leadership's vision, making it automatically plug in data according to who's logged in, and who their supervisor is, as well as dates, and default scoring data (which can be edited when doing the review). Finally, I employed Workflows to process the form in its various stages as it goes from employee, to supervisor, to upper leadership. It was then used by the entire company and served as a powerful vehicle to foster unity, employee engagement, and purpose-driven professional goals each year.

Technical Hardware

When I first began at MVi, I quickly discovered a vulnerability in our Technical Hardware department as we only had one resource there, yet customers invested a lot of money with us to ensure that their hardware was maintained, protected, and loaners providers in times of hardware repair. I recommended that I be trained as a backup, which took me about 6 months outside of my normal responsibilities, and it was just in time because our primary resource was out of the office for a while, and I was able to take care of customers so that they didn't experience an interruption in their technical hardware support during that time. I primarily worked on check scanners, document scanners (both Canon) and receipt printers, as well as a few other hardware items.

Goals

Technical Career Goals

2024 -beyond

With a dynamic technical and customer success background, I am ready to take my career to the next level and pursue any of the following roles. I view company fit as primary, and the role as secondary for a long-term fit.

- Technical Writer
- UI/UX Designer
- Sr. Technical Support Engineer
- Technical Account Manager

Click to view [full employment](#) history

Education | BS - Web Design & Development - BYU