

Robert Wagner

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PROFESSIONAL SUMMARY

I'm a Sr. Tech Business Professional with experience in Sales & Marketing, Customer Success, Banking, and Education. I am now primed to make contributions as a Marketing and Communications Professional.

PROFESSIONAL EXPERIENCE

MVi – Salt Lake City, UT | Applications Support Engineer

Nov 2017 – May 2024

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

- I created 1,000's of technical case notes & documents that served as a KB for our team.
- Starting in Solutions in 2017, I was brand new to Technical Support, but picked up the products quickly, earned certifications, and advanced to Applications in under 1 year!
- Shortly after being hired, I pointed out a key vulnerability, and offered 2-3 solutions to leadership. Based on my analysis, leadership agreed and I was cross-trained in Technical Hardware, replacing that vulnerability with redundancy.
- With my background in Web Dev and Marketing/UX Design, I was tasked with upgrading our fillable PDF Annual Review form into a dynamic, online form.
- Communicating with customers at all levels of the company from front-line staff to C-Suite Execs, I completed 30+ projects in 2023, securing \$300K+ in contract revenue.
- I conducted onboarding/implementations for our 200+ customers where Product Education and Marketing was essential to Technical Hardware/Software adoption.
- I served as a local website resource, responsible for adding documents, and managing updates/menus with UX of company website, using HTML, CSS, PHP and Javascript.
- See 6 Professional Recommendations from MVi Leadership and my co-workers [here](#).

Robert Half – Lehi, UT | Recruiting Manager

Mar 2017 – Oct 2017

Robert Half provides talent sourcing services for Finance and Accounting roles

- I presented qualified candidates in less than 48-hours, and was known for fast results.
- I sourced a high-profile VP of Finance for a Tech startup company in less than 1 week, he was hired, and started within 30 days.
- Specializing in finance/accounting talent, I grew my Utah network by 800% in 6 months.
- Collaborated with our 3-person Lehi team, and Salt Lake to source talent, giving up some income in order to prioritize time-sensitive objectives, and long-term relationships.
- See a Professional Recommendation from my manager [here](#).

Utah First Credit Union – Midvale, UT | Assistant Branch Mgr.

Jan 2016 - Feb 2017

- I helped 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.
- I designed a branch-specific marketing slick when we were having a slow month, and prospected local dealerships to fill our loan pipeline
- I added 3 dealer partners, and began taking new loan applications that week.

UTI – Rancho Cucamonga, CA | Field Admissions Representative

Feb 2012 – Dec 2015

Universal Technical Institute provides career training for Automotive, Diesel, and motorsports industries, partnering with Ford, Toyota, Mercedes, and 20+ additional industry leaders.

- I took active accounts from 15 to 50+, generating \$800k-1.2MM in successful starts annually, and invited back to continue servicing those accounts.
- Setup Technical Presentation Hardware, and ran design within Prezi to support 1000's of career planning presentations delivered to High School Seniors.
- I conducted 400+ interviews with students and their families to discuss their education & career path, and continued with consistent follow up to help them succeed.

BECU – Maple Valley, WA | Member Consultant

Jan 2006 – Feb 2012

- I gained 6+ years exp. in world-class member service with Savings, Loans, Mortgage and Retirement products.
- Consistently among top 10 out of 2,000 employees for NPS score (Net Promotor) which helps grow our member base.
- When BECU needed to grow our younger member base, I coordinated with local high schools to deliver financial literacy training, which resulted in multiple youth member applications.
- I developed a custom Microsoft Excel sheet to allow applicants to plan their home purchase.
- I helped to train and onboard 3 new team members, educating on software, customer service, and security practices.

Yellow Book, USA | Account Executive - Advertising

Oct 2004 – Dec 2005

- I was also involved in the design process with my marketing knowledge, and helped one customer to gain 50% improvement in qualified conversions vs. other marketing campaigns.
- I generated \$200K+ in annual revenue through steady cold-calling, and investigative selling.
- I met with 100's of WA State businesses to learn their marketing and business goals, then integrated those goals into a marketing campaign in the Yellow Pages.

EDUCATION & QUALIFICATIONS

Bachelor of Science - Web Design & Development

Certification - Web Media

Associate of Science – Arts/Business

BYU – Rexburg, Idaho

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Green River – Auburn, WA