

ANDREW ELLIS

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FUTURE DEVELOPER & TINKERER

WORK EXPERIENCE

TECHNICAL OPERATIONS SPECIALIST, *Maxwell Health*

December 2013 – Present

Working across Quality Assurance, Technical Operations, and Customer Service teams to create procedures for maintaining immaculate data and delivery to clients. Carrying out and refining standards for procedure to constantly improve product and user experience.

Taking charge in creating Customer Service department while simultaneously managing and maintaining benefits and onboarding for over 1,000 employees across platform. Writing and maintaining multiple knowledge bases with in-depth articles for customer consumption with thorough knowledge of our product's back-end.

DATA MANAGER, *The Atlantic Council*

January 2013 – December 2013

Implemented and managed Customer Relationship Management (CRM) database. Published research article outlining the effects of technology in Central Asia and the post-Soviet economy.

Coordinated across seven Centers to aggregate and synthesize contact details in an organized and readable fashion, focusing on data accuracy and relevancy. Spearheaded operation to unify methods of contact storage and led seminars for each center and staff outlining how to maintain CRM database.

POLITICAL INTERN, *Democracy For America*

January 2011 – August 2012

Drafted and edited emails and customer-facing language in order to maximize user interest. Coordinated with multiple political campaigns to organize events, conferences, and press releases, making sure that all language was in accordance with company values and mission.

EDUCATION

BACHELOR OF ARTS IN POLITICAL SCIENCE

St Olaf College | May 2012

Studies garnered expertise in the geopolitical and economic relations of Eurasia and Central Asia with a base layer of multilingualism and economics.

HOBBIES

Travel: I enjoy traveling across the world, looking for new places to explore, hike, camp, and meet people.

Working with dynamic teams: I've grown up around both tech-centric and service-centric personalities, and I like thinking of myself as the one that bridges the gap.

Music Production: I've been producing electronica for the last 3 years, allowing me to really boost my creative moods and abilities.

EXPERTISE

Communication/Writing

Data Management

Audio Engineering

Web Development

Content Management

Geopolitics

Linguistics

Python