

SEAN KELLY

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PROFESSIONAL SUMMARY

Results-oriented professional with nearly two decades of experience in business management and customer service. With a proven ability to understand customer needs, analyze data, and implement effective solutions. I am looking to leverage my strong interpersonal skills and business acumen into a product design and development role.

SKILLS

Professional Skills: Team Building | Training and Development | Project Management | Software and Experience improvement | Detailed Record Keeping | Excellent communication Skills | Ability to Work independently and as a team | Detailed Compliance Testing and Documentation | Software Troubleshooting

Technical Skills: 3D Modelling | 3D Animation | C++ | C# | 3D Texturing | UV Mapping | HTML/CSS | Javascript | Python | Hands on with Unreal and Unity | Graphic Design | Typography Layout

Software Skills: Office Suite | Adobe Photoshop | Adobe Substance Painter3D | Autodesk Maya | ZBrush | Nuke | Blender | Custom CRM Systems | Public Facing Banking Software | Visual Studios | Atom | Figma | Canva

PROFESSIONAL EXPERIENCE

Business Support Specialist, STCU | Spokane, WA (2019 – Present)

As a business support specialist with STCU, in addition to overall business member support, I was responsible for account maintenance, technical support and troubleshooting, and providing detailed reports regarding software bugs, technical limitations, and improvements.

- Detailed legal documentation review and CRM maintenance, ensuring accuracy and compliance.
- Engaged in detailed procedure analysis to enhance software and process improvements. Including reporting, error replication, error codes, and incorrect results, as well as providing solutions to technical and procedural limitations.
- Managed multiple avenues of technical support, including retail and consumer phone, chat, email, and referral management. As well as face-to-face virtual and in-person support.

Third Store Manager, Yokes Fresh Market | Spokane, WA | 2017 - 2019

I oversaw day-to-day store management and operations in the absence of the assistant and general manager, supervising approximately 13 departments. Beyond general retail management, my duties included financial reporting and analysis, looking for trends and patterns, enacting and enforcing detailed organization and controls throughout the store.

- Executed inventory control requiring a high level of organization and product, cost, and supply analysis.
- Financial management tasks, including invoice processing, cash management, and bank auditing, along with detailed regular reporting, trend analysis, and detailing plans for sales improvements.
- Customer and employee conflict resolution, as well as designing and implementing staff training programs to improve overall efficiency and performance.

Training Manager, Roaring Rapids Pizza Co. | Eugene, OR | 2007 - 2017

As the manager in charge of training, I ensured the smooth operation of the restaurant in the absence of the general manager, with a focus on product quality and customer satisfaction, as well as the design and implementation of new and existing staff talent development.

- Evaluated processes and implemented improvements to ensure a high level of product quality and guest experience.
- Spearheaded comprehensive training programs, onboarding new hires, and ensuring continuous staff development, resulting in improved team performance.
- Maintained detailed employee performance records and managed vendor relations, inventory management, and detailed regular reporting and trend analysis to improve sales.

EDUCATION

Bachelor's Degree in Computer Animation, Full Sail University 2022 – 2024

Bachelor's Degree in Computer Science, Full Sail University 2021 – 2026

REFERENCES

Garry Weber, General Operator, Roaring Rapids – 541.517.3333

Dustin Taylor, Senior Commercial Underwriter, Columbia Bank – 541.654.3997

Alan Roweider, 3rd Manager, Yokes Fresh Market – 509.768.6965

Travis Clemons, Assistant Investment Manager, STCU - 509.755.3654

Scott Jilek, Assistant Manager, Yokes Fresh Market – 208.553.9181

Kelly Turner, Assistant Manager, Roaring Rapids – 541.988.9819

Further References Available Upon Request