

shawnajroberts

contact

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hello@
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management

Agile project
management,
Kanban boards,
conflict resolution,
team dynamics

communication

large group facilitation,
active listening,
body language

programming

Java, C++, C,
Python, ObjC,
HTML, CSS,
JavaScript,
documentation

experience

automatic

Remote

dec.2014 - present

Happiness Engineer

Help people use Automatic's products, including WordPress.com, Jetpack, and Gravatar. Troubleshoot, investigate, and create detailed bug reports. Create and edit support documentation.

hampshire college

Amherst, Massachusetts

aug.2012 - feb.2014

Telecommunications Technician

Assist Network Engineer in design, construction and maintenance of campus network and phone infrastructure. Oversee physical network implementation. Provide support and troubleshooting for VoIP, POTS, CATV, and network infrastructure.

may.2012 - aug.2012

Computer Support Assistant

Provided technical support to faculty and staff members. Set up and deployed college machines for campus events. Created workflow and wiki for the Student IT Center.

jan.2012 - mar.2012

Help Desk Associate

Provided technical support to faculty and staff members via telephone. First point of contact for all Help Desk calls. Coordinated call transfers within campus User Support staff.

jan.2012 - may.2012

Student IT Manager

Supervised student workers. Participated in hiring and training of new technicians. Coordinated communication between Staff User Support and student workers. Provided technical support to student, faculty, and staff members.

hampshire college theatre

Amherst, Massachusetts

jan.2011 - may.2012

Box Office Supervisor

Coordinated seasonal ticket sales with team. Worked closely with Faculty and Staff Technical Director to update policy. Coordinated transition to online ticket reservation system. Trained new Box Office Managers.

jan.2011 - may.2012

Management Mentor

Designed and implemented training program for new theater managers. Worked closely with Staff Technical Director in identifying sustainable best practices. Worked in one-on-one capacity with new stage managers.

enchanted circle theater

Holyoke, Massachusetts

sept.2010 - dec.2011

Production Assistant Sojourner's Truth

Stage manager during performances. Managed technical aspects of show including props, costumes, and set pieces. Researched, compiled, and ran media slideshow, a core element of performances.

jun.2011 - sept.2011

Program Coordinator Youth & Shakespeare

Scheduled and ran weekly team meetings. Coordinated delivery of props, costumes, and set pieces to classroom sites. Tracked scripts and property, organized final performance, and documented process. Coordinated communication with parents.

achievements

Senior Thesis

The Art of Management

Wrote handbook of management and communication techniques focusing on interpersonal relationships and team dynamics. Researched management techniques, body language, and hierarchical structures.

Management Mentor

Designed and launched a series of management workshops focusing on different aspects of theater management including interpersonal communication, conflict resolution, rehearsal structure, and stage management techniques. Created handbook of best practices and technical information.

HC Theater Box Office

Reorganized Box Office space. Researched, tested, and implemented ticket reservation websites. Streamlined documentation of policies and procedures. Presented final documentation and ticket reservation system to Theatre Board.

Student IT Manager

Generated documentation covering common software and hardware issues, symptoms, and solutions. Redesigned workflow and documented best practices. Created a training manual.

skills

management

Project management (introductory Agile, kanban boards, & Getting Things Done), community management, experience with non-traditional hierarchies, large group meeting/discussion facilitation, scheduling, filing, inventory.

communication

Group facilitation, streamlined project tracking & documentation, policy creation & documentation, negotiation & conflict resolution, customer service, active listening.

programming

Java, C++, C, Python, ObjC, HTML, CSS, JavaScript, documentation, object oriented programming, project management, teaching.

education

2008--2012

Bachelor of Arts

Concentration:

Hampshire College, Amherst MA
communication and team management in computer science and theater