

# Victor Swanberg

## SUMMARY

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Offering over five years experience working in software development, web content management, office management, retail and customer service.

Currently pursuing my under-graduate in Computer Science Information Technology degree, I am a strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. I am a proven team leader, able to juggle multiple priorities and meet tight deadlines without compromising quality.

## SKILLS

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Communication	Web Content Developer	eLearning Developer	Sales
Project Management	Management	Database Administration	HTML5
Inventory Management	Information Technology	Storyline/Captivate	LMS/LCMS
Performance coaching	Customer service	Human resources	Consulting

## EXPERIENCE

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### **FRONT END DEVELOPER Sublime Media**

2017-2022

*Creative agency in Seattle, Washington that develops custom learning solutions for large, fortune 500 companies.*

- Developed custom eLearning courses by combining authoring tools with custom markup languages to create an engaging end user experience
- Produced courses that met brand guidelines for clients including *Microsoft, Amazon, and Ancestry*
- Worked with clients, SMES, and stakeholders to deliver solutions that meet high expectations and tight deadlines
- Implemented agile project management methodology
- Delivered projects on-time and under budget
- Uploaded packages to multiple learner manager systems
- Worked with client IT teams to troubleshoot issues
- Implemented Quality Assurance through multiple stages including alpha, beta, and RC.
- Performed accessibility testing and 502 compliance
- Applied creative problem solving to efficiently manage resources
- Worked effectively and collaborative with team members

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- Implemented knowledge from all my different positions to implement and document business process improvements

**ASSISTANT ACCOUNT MANAGER** Philip J. Boren, Inc

2017-2018

*Manufacturing and big-box retail consultant in Bellevue, Washington.*

- Provided exemplary customer service and communication on different platforms to multiple accounts nationwide
- Processed purchase orders and return authorizations on multiple portals
- processed all software and hardware issues that the staff experienced.
- Maintained company website and VOIP phone systems.
- Assembled deployment workstations for new employees.
- Managed and administered company inventory and assets in multiple storage units, scheduled meetings
- Created and implemented new business processes and utilized programs to make processes more efficient.

**STORE MANAGER** Finish Line, Lynnwood

2015-2017

*National Retail chain that sells athletic shoes, apparel and accessories*

- Managed retail store overseeing 1.8 million dollars in annual sales
- Used sales metrics to manage store for operational excellence
- Created and managed a team of 10 individuals with a focus on high customer service to execute the business operations required.
- Managed payroll with applications like Oracle, Kronos, and Payroll systems
- Used performance coaching to develop employee sales skills with positive results
- Lead store to provide excellent customer service to XX with the intention to create a perfect experience for any customer no matter the outcome.

**DESKTOP SUPPORT SPECIALIST Intern**

Edmonds Community College

2014

*Internship at public community college in Edmonds, WA*

- Installed different software on users' computers, in accordance to their specific requirements and industry standards.
- Connected peripherals and auxiliary equipment to main computers and configured them appropriately.
- Monitored network flow and ensured that all computers were properly secured by installing antivirus and malware software
- Created tickets for technical problems that could not be resolved at a tier 1 level by escalating them to information technology managers

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## EDUCATION

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### **Associate of Arts, Computer Information Systems**

2015

Edmonds Community College

#### *Coursework included:*

- Human-computer interactions in hardware support
- Databases and data management using SQL
- Networking and Communications using MS Server R2
- Software Development using Visual Basic and Visio
- System Administration using MS office enterprises
- Systems Security utilizing Anti-virus software and Active Directory administration.

#### Professional Certifications

- ATA Computer Information Systems 2017
- Desktop Support Specialist Certificate 2016
- Database Management Certificate 2016
- Network Security Certificate 2016