

Shawn Mitchell

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LINKS

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PROFESSIONAL SUMMARY

Seasoned manager and people leader with retail sales and operations background. Experienced in information technology, social media management, managing a team, and consulting for small businesses. Training background is focused on sales management, customer service, information technology, marketing, education, and instructional design.

SKILLS

- Statistic Analysis
- Cultural Awareness
- Documentation
- Writing/Editing
- Content Creation
- Instructional Design
- Data Entry
- Analytical and Critical Thinking
- Project Management (Slack, SharePoint, etc.)
- CRM (SalesForce, ZoHo, Monday, etc.)
- Helpdesk administration (ZenDesk, ServiceNow)
- Claris FileMaker
- Public and Media Relations
- Brand development

WORK HISTORY

CONTRACTOR, MARKETING SPECIALIST, IT CONSULTANT | 01/2016 to Current
Midwest Tech - Robinson, IL

- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Implemented network security measures to minimize data loss.
- Managed computer operation scheduling, backup, storage and retrieval functions.
- Specialized in providing marketing materials and support for local businesses.

OFFICE MANAGER | 07/2023 to 02/2024

Aspen Dental - Champaign, IL

- Conduct patient consultations based on treatment plans provided by doctors.
- Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.
- Coordinated special projects and managed schedules.
- Updated reports, managed accounts, and generated reports for company database.

TECHNOLOGY SUPPORT/PRODUCT SENIOR SPECIALIST | 07/2022 to 05/2023

Xplor Technologies

- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolve CRM related issues for contractor and various businesses.
- Utilized remote support tools such as GoToAssist, Team Viewer, and Tech Smith Capture to troubleshoot client issues and create walkthrough tutorials for clients.
- Provided oversight on managing tickets via ZenDesk.

NETWORK TECHNICIAN | 09/2021 to 07/2022

Marathon Petroleum - Robinson, IL

- Monitored operational and security procedures for numerous computers in network, related systems administration and maintenance protocols.
- Maintained oversight using on HelpDesk, (no tickets exceeding 60 days, updating SLA's every 2 days, ensuring deadlines are reached 100% on time, or update SLA's with reason).
- Installed cabling, wireless routers and telephone systems for data communications networks.

INFORMATION SYSTEMS TECHNICIAN & CONSULTANT | 09/2020 to 05/2022

Lincoln Trail College

- Documented transactions and support interactions in system for future reference and addition to knowledge base. Maintain SLA's and keep up to date every 2 days. Provide lines of communication with IT team and with client to ensure 100% satisfaction.
- Managed faculty & staff expectations of support and technology functionality in order to provide positive user experience.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.

BRANCH MANAGER | 12/2017 to 05/2022

Woodforest National Bank

- Boosted branch sales by developing and deepening customer loyalty through incentive programs.
- Assessed expansion plans and presented costs to forecast trends and recommend changes meeting goals of 20 new consumer accounts every 30 days, and 10 business accounts every 30 days.
- Identified and capitalized on community business opportunities with effective networking. Met with at least 1 NPO monthly to partner on community projects.
- Protected company assets with strategic risk management approaches.

OPERATIONS/RETAIL SALES SUPERVISOR | 01/2013 to 08/2016

Best Buy

- Increased store's profitability by re-merchandising inventory with attractive, eye-catching window and floor displays.
- Created and implemented employee monthly action plans to increase sales and customer loyalty.
- Submitted reports to senior management to aid in business decision-making and planning.
- Coached sales associates in product specifications, sales incentives and selling techniques, significantly increasing customer satisfaction ratings.

AFFILIATIONS

Lincoln Trail College Diversity & Culture Committee

Crawford County Re-New Committee

Heath Festival Committee