

Evan J. Nee

evan@evannee.com

970-415-1014

EDUCATION & TRAINING

Associates Degree (AAS) in Design & Media Production Technology

Lanier Technical College
(Graduated 2017)

COMPTIA A+ Certification - IN PROGRESS

(Est. Completion June 2022)

Professional Development & Career Training

Neighborhood (2022)

SKILLS & COMPETENCIES

Complex problem solving

Active learning

Curiosity

Attention to detail

Emotional intelligence

Critical thinking

Process improvement

Technical troubleshooting

Working under pressure

Managing goals & deadlines

Collaboration

Help desk support

Remote technical support

Computer hardware/software

Windows & Mac OS

Microsoft Office

Joomla/Wordpress

Web development

Adobe Creative Suite

Graphic design

INFORMATION TECHNOLOGY SPECIALIST

A visionary and resourceful IT professional with a passion for designing innovative technical solutions that increase efficiency and achieve long-term customer satisfaction. Skilled in creative problem-solving and thorough technical troubleshooting, with a knack for researching complex solutions with perseverance and a high attention to detail. An expert at translating technical concepts to universally accessible language, and teaching best practices to team members and the general public. Committed to integrity and continuous learning, and dedicated to achieving goals through independent work, in support of a diverse team.

EXPERIENCE

PiN Ministry Virginia Beach, VA Sep 2021 - Dec 2021

Homeless Services Coordinator

- Coordinated internal resources and volunteers to provide high-quality and efficient daily services to a diverse population, meeting goals for performance..

FedEx Express Fort Collins, CO Oct 2020 - Sep 2021

Courier

- Managed complex service goals and daily deadlines with professionalism, and adapted to new processes and road conditions with excellence and safety.

National Association for Gun Rights Loveland, CO Mar 2020 - Sep 2020

Marketing Support Specialist

- Built layout for high-return direct mail fundraising campaigns, and developed high-production-value video projects to foster social media engagement

Constant Contact Loveland, CO Jun 2019 - Mar 2020

Customer Engagement Specialist (T1 Customer Support Agent)

- Delivered consistently high-quality solutions to a wide variety of customer problems, finding answers from personal knowledge and effective use of a vast internal knowledgebase; mentored new customers in marketing best practices.

Tractor Supply Co. Free Home, GA Sep 2018 - Jun 2019

Team Member/Team Lead

- Worked with a diverse team to meet store sales and customer satisfaction goals, with the goal of providing a practical solution to every customer's needs.

G&G Graphics and Promotions, Inc. Alpharetta, GA Jan 2015 - Jul 2018

Intern/Images Department/Junior Designer

- Managed complex image and page layout processes for large-scale print advertising projects, designed innovative visual solutions to meet retail sales goals, and provided creative direction and skill training for team members.

Chalcedon Presbyterian Church Cumming, GA Jan 2012 - Dec 2018

Media Assistant

- Built robust and efficient web and graphic solutions in support of church media services, building online communities around audio and video content, conceptualizing and building complex website infrastructure with an eye for current design and device accessibility standards, and maintaining/troubleshooting computer hardware and printing equipment.