

SHAWN TERRY

📞 580-618-5510

◦ DETAILS ◦

580-618-5510
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◦ LINKS ◦

[Further Skill Details](#)

[LinkedIn](#)

◦ SKILLS ◦

[Effective Time Management](#)

[Customer Service](#)

[Leadership](#)

[Business Process Improvement](#)

[Database Development](#)

[C# Programming](#)

[Acrobat Illustrator and Photoshop](#)

[Microsoft Office](#)

👤 PROFILE

🔑 Resourceful and dedicated to resolving efficiency issues through creative processes and tool creation. Ready to get the job done.

📁 EMPLOYMENT HISTORY

🔑 *Project Manager at GO Consulting, Shawnee, OK*

September 2021 — Present

- Designed company-wide tools and processes revolving around a hand-created system to incorporate all company departments.
- Manage large projects for customers in need of new services or equipment and experiences including budgeting, ordering, and scheduling client projects
- Manage team members to get project-related tasks, such as installs, completed in a timely manner.

🔑 *IT Support Specialist at GO Consulting, Shawnee, OK*

February 2021 — September 2021

- In this role, I worked within an MSP to install projects and provide customer/end-user support for servers, networking issues (switches, routers, large wireless systems), and desktop support for highly satisfied customers.

🔑 *CRS Analyst at Surly, LLC, Oklahoma City, OK*

November 2018 — November 2020

- Technical writing and documentation for field staff and customers. Report on program status through multiple forms of data analysis to corporate executives.
- Designed and wrote custom software to set up new equipment for enterprise saving hundreds of hours and thousands of dollars.
- Generated new processes to improve the quality of work and reduce staff stress.
- Found new partners for hardware and negotiated discounts saving the company over \$10,000 per year.

🎓 EDUCATION

🔑 Master of Arts, Public Relations, Full Sail University

🔑 Bachelor of Science, Digital Marketing, Full Sail University