

George Myatt

georgemyatt.com

Austin, Texas

EXPERIENCE

BUSINESS PROCESS ANALYST IN REMEDY / ITSM
Charles Schwab, Austin, TX

Sept. 2016 — Present

- Maintained and refined IT services / process for the service desk
- Conducted Quality Assurance on data submissions and call/chat support experience
- Co-Lead Tier 2 Back Office efforts to reduce Incident ticket volume and identify trends
- Developed and drove efforts to increase self-service offerings to internal end users to increase value in the technology support experience

KNOWLEDGE MANAGEMENT / TRAINING COORDINATOR
Charles Schwab, Austin, TX

Oct. 2015 — Aug. 2016

- Managed, updated and optimized knowledge base
- Captured, tracked use of knowledge base to continuously look for areas of improvements
- Coordinated and delivered training material updates and new processes to team
- Designed & implemented processes to promote consistent technology support experience
- Created and lead various special projects and initiatives based on ever changing demands of the firm and stakeholders

MOBILITY TECHNICAL ANALYST (Special Assignment)
Charles Schwab, Austin, TX

Oct. 2014 — Aug. 2015

- Created, maintained and cleaned up iOS articles, created iOS Update Cycle Diagram, performed iOS Setups, developed Device Return Form process, refined iOS setup experience
- Documented technical and legal information about support partners, interacted with Verizon, AT&T and other vendors to resolve cellular issues (signal, activation, billing, etc.)
- Maintained team website, recorded and organized information, conducted extensive troubleshooting through MobileIron, identified root cause of issues

TECHNICAL ANALYST - Help Desk Remote Support
Charles Schwab, Austin, TX

Nov. 2011 — Oct. 2015

- Contributed to IT support knowledge base, revised articles, maintained Kbase, identified new products, processes, or issues requiring documentation, optimized SEO, content placement
- Project managed creation and redesign of websites, participated in special projects
- Provided phone support to internal employees by troubleshooting issues in desktop, corporate applications, mobility and printing
- Resolved issues by repairing/reinstalling a variety of programs, unlocking accounts, rebuilding Windows profiles, etc., reported support call trends

TECHNOLOGY ASSISTANT
Office of Information Technology (OIT) – The College of
Wooster

Sept. 2008 — May 2011

- Addressed information technology issues such as fixing software bugs, internet connectivity, removing computer viruses/malware, troubleshooting buggy software
- Provided walk-in and phone support to users on multiple computer platforms
- Cleaned and maintained library computer labs and other technological equipment

TECHNOLOGY LIAISON
OIT and The Wooster Voice – The College of Wooster

Sept. 2010 — May 2011

- Provided phone and onsite support to the publication
- Assisted with troubleshooting layout and printing problems for all sections
- Monitored health and status of computers and applications

SKILLS

Tech: iOS, OS X, Pages, Keynote, & Numbers, iLife, HTML, QuarkXpress, InDesign, Photoshop, Windows, Word, Outlook, Excel, PowerPoint, BMC Remedy, SharePoint, MobileIron, MDM

Other: Technical Writing, Reporting, Analysis, Project Management, Web Design / Maintenance, Process Improvement

EDUCATION & AWARDS

The College of Wooster

Received: May 2011

Bachelor of Arts in Theatre and Dance • GPA: 3.5

Honors: Cum Laude, William T. Craig Prize in Theatre, Theatre and Dance Scholarship, Honors on Independent Study Thesis

Awards:

STS Team Champion - BlackBerry to iPhone Migration Project (Q1 2015)

HDI Analyst of the Year for the Greater Austin Area (December 2014)