

George Myatt

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Profile

Highly motivated and diligent individual with technical, creative experience + abilities:

- Technical > project + change management, process + continuous service improvement
- Creative > media design, journalism/writing, theatre (acting, stage management, directing, producing), and dance (choreographer and dancer)

Experience

Sr. Analyst, Charles Schwab, Austin, TX – Oct 2019 - present

Develop communication and change strategies by collaborating with multiple business units. Compose + manage a portfolio of comms and templates for the tech organization and teams. Implement change management practices, processes to enable an outcome oriented culture. Design media and content for a variety of channels promoting consistent change experiences.

Project Coordinator, Charles Schwab – Feb 2019 - Oct 2019

Maintain and own all documentation regarding the latest digital capabilities and practices. Develop and edit marketing and presentation materials for Agile Coaches. Generate and deliver monthly collaborative team newsletter (graphics and writing). Activate + facilitate off sites, meetings with technology owners and business stakeholders.

Business Process Analyst, Charles Schwab; Austin, TX – Aug 2016 - Feb 2019

Maintained and refined IT services / process for the service desk. Led integration of Knowledge Centered Service (KCS). Conducted Quality Assurance on data submissions and call/chat support experience. Co-facilitated Tier 2 Back Office efforts to reduce Incident ticket volume and identify trends. Developed and drove efforts to create and improve existing self-service offerings to internal end users to increase value in the technology support experience.

Knowledge and Training Coordinator, Charles Schwab; Austin, TX – Oct 2015 - Aug 2016

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

Technical Analyst, 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.

Mobility Technical Analyst (special assignment); 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.

Education

The College of Wooster; Bachelor of Arts, Theatre and Dance – Sept 2007 - May 2011

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

Skills

Licenses and Certificates: Knowledge Centered Service Principles, Lean IT Foundations

Business: Strategy Development, Technical Writing, Journalism, Creative Media Design, Agile, Reporting, Analysis, Project Management, Web Design + Maintenance, Process + Continuous Service Improvement, Event Planning and Coordination

Technology: macOS, iOS, HTML, QuarkXpress, InDesign, Photoshop, Windows, Word, Outlook, Excel, PowerPoint, BMC Remedy, SharePoint, MobileIron, MDM

Awards

Spot Award

May 2020 | Charles Schwab & Co. Inc.

Designed + laid out unique content to enable members of the firm to use remote technologies easily and efficiently. To ensure the materials were adopted quickly, each guide painted a clear and accessible picture to all users on how to use our internal tools while working remotely (which was confirmed by numerous positive feedback).

Spot Award

Apr 2019 | Charles Schwab & Co. Inc.

For delivering an engaging + highly successful marketing and communications plan (including the design of posters and supporting communications) for the Digital Workplace Summit during March 2019 in Austin, TX.

Schwab Technology Services Team Champion for the Mobile Platform Migration Project

Mar 2015 | Charles Schwab & Co. Inc.

Awarded with members of the Mobility Team for our efforts in performing a successful year long migration to a new mobile platform.

HDI Analyst of the Year for the Greater Austin Area

Dec 2014 | HDI

Nominated by my peers at Charles Schwab and reviewed by a board at the Help Desk Institute (HDI), I was awarded the 2014 HDI Analyst of the Year for the Greater Austin Area.