Keith T. Stanigar

IT Professional, Technician, Data Analyst

EXPERIENCE

Restore Hyper Wellness, Austin, TX - *Product Support*

January 2024 - Present

Responsible for troubleshooting and resolving 3500+ reported product issues, collaborating with engineering and developers. Prepared and organized training sessions, including product demonstrations, feature explanations, and best practices. Planned and produced documentation of IT on-boarding/off-boarding processes and procedures including step-by-step instructions and demonstration videos.

University of Texas, Austin, TX — *IT Coordinator*

August 2022 - December 2023

Responsible for day to day operations for the UT School of Architecture's Technology Lab. Trained and managed 12 student technicians including mentorship while promoting a positive work environment. Tier 1 support for all fabrication equipment, classroom technology and general hardware/software needs for 300+ students, staff and facility. Prepared and updated documentation for technical processes and guidelines to establish inheritability and consistency. Documented incidents with repairs and followed up with long-term solutions and maintenance schedules. Collected and reconciled data to produce weekly billing reports.

Freelance, Austin, TX - *Web Developer*

March 2018 - Present

Designed and developed static websites to meet specific requirements such as quick loading sites with responsive design. Produced 30+ websites compatible with multiple browsers implementing WordPress, Drupal, SASS, Bootstrap and other frameworks. Owned more than 5 projects per year from conceptual design through testing and implementation phases.

EDUCATION

University of Texas, Austin — *Communications*

January 1999 - May 2004

Bachelors of Science in Radio, Television and Film

SKILLS

Technical support specialist

Technical writing and documentation

Maintenance and machine servicing experience

Detailed and efficient communication

Data cleaning and exploration