**Andrew Reagan**

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**Qualifications**

**Customer Service & Support Management** –

* Acquired funding for, designed, and implemented a full-service call center for the world’s largest real estate firm.
* Continuously improved our systems and processes by collecting key metrics and making data-driven decisions.
* Built and organized support content, including knowledgebase articles, video how-tos, and phone/chat scripts for common issues.
* Mentored and inspired a team to achieve our mission.
* Recruited, hired, trained team.
* Situationally outsourced product support when appropriate.
* Strong leadership skills

**(LMS Implementation and Administration)** –

* Provided technical leadership in the support of the learning management system (LMS), Responsible for the support, design, development, implementation, delivery, and maintenance of content, assets, and other resources used for instructional functions.
* Conducted research, user management, course management, troubleshooting, vendor management, assessment creation, maintained revision history, created learning structures, SCORM reporting, cross-departmental collaboration, continuously improving and updating systems and processes.
* Proficient in Adobe Articulate, TechSmith Camtasia, Litmos, Hybrid Event Registration and Tracking, Calendars, Virtual Events, and Contract Negotiations.
* Employed a Performance Support model utilizing the LMS, WalkMe, and a Support Portal.
* Reviewed, edited, and published all learning and product support content using Adult Learning Principles.

**Livestream Operations and Content Management** –

* Highly adaptable to ambiguity, proficient in tagging, SEO, Analytics, and ADA compliance.
* Meticulous attention to detail, skilled in negotiations, relationship management, research, and maintaining organization.
* Experienced in event planning, APIs, Google Ads, JSON, cross-departmental collaboration, strengthening systems and processes, and fostering teamwork.
* Proficient in Monday.com, Slack, Vimeo, Brightcove, Microsoft Teams, Excel, PowerPoint, Google Drive, EEG Falcon/Lexi, YouTube, Re-Stream, SSO, SRT, HLS, WebRTC, RTMP, RTMPS, Dash, RTSP, Zoom, Black Magic, Vmix, BoxCast, Newtek TriCaster, and OBS.

**Work Experience**

**Hagbros Precision, Hutto, TX**

***Operations Manager*** **March 2023 – Feb 2024**

I played a pivotal role in enhancing productivity, efficiency, and quality by developing operational standards, defining leadership roles, and refining job planning processes. My efforts led to more accurate job scheduling, improved staff management, and effective ERP system utilization. I focused on identifying and training top performers for operational leadership, which increased departmental autonomy and decision-making. By collaborating with the Sales Engineering team, we enhanced job entry procedures in the ERP system, leading to a 95% on-time delivery rate, a 9% reduction in scrap, and a 16% increase in overall revenue.

**Keller Williams Realty International (Corporate/Franchisor), Austin, TX**

***Sr. Project Coordinator*** **March 2014 - August 2022**

Orchestrated digital transformation and enhanced educational systems through the implementation of Litmos LMS. My leadership in introducing a Live Stream Studio led to a remarkable increase in viewership and ultimately, revenue. My work was recognized in Training Magazine's "Top 125 Training Organizations" from 2015 through 2017. I am proficient in a wide range of technologies, from Adobe Articulate to advanced streaming platforms, and possess a strong track record in content management, performance support, and utilizing Adult Learning Principles. My adaptability, attention to detail, and proficiency in SEO, analytics, and ADA compliance underpin my success in fostering organizational efficiency and growth. With extensive experience in event planning, API integration, and cross-departmental collaboration, I excel in optimizing systems and processes, ensuring seamless teamwork, and managing complex technical ecosystems.

**Keller Williams Realty International (Corporate/Franchisor), Austin, TX**

***Customer Service Manager*** **January 2007 – March 2014**

Led the establishment of a full-service call center for a leading real estate firm, securing funding and overseeing design and implementation. Improved operations through data-driven decisions, developed support content and mentored a high-performing team. Implemented advanced contact center technologies, resulting in decreased agent turnover. Optimized key performance indicators to enhance customer and agent satisfaction. Successfully recruited, trained, and retained a skilled workforce, with low turnover rates and internal career advancement opportunities. Leveraged leadership skills to foster a culture of continuous learning and individual achievement within the team.

**Applied Communications, Northborough, MA**

***Service Manager***  **December 2004 – September 2006**

Directed a team known for its outstanding collaboration and performance, fostering a culture of continuous learning, servant leadership, and individual achievements. Specialized in the installation and maintenance of handheld radios, in-building radios, fleet radio systems, fleet tracking systems, fleet camera systems, GPS tracking, and radio tower installations, with a strong emphasis on project management. Successfully managed and executed diverse projects for prestigious clients including hospitals, transit organizations, and first responder organizations.

***Education***

Bachelor’s of Science, 1997, Dean College, Franklin, MA