

# SHAWN BUDD

13229 150<sup>TH</sup> CT. N., Jupiter, FL 33478

561.723.0726

[Shawn.Budd@shawnbudd.info](mailto:Shawn.Budd@shawnbudd.info)

---

## INFORMATION TECHNOLOGY SERVICES MANAGER

*Positioned to drive operations Strategies, Maximize Bottom-Line Results, & actively support senior management with timely operational, budget and other performance and administrative reports.*

### PROFESSIONAL PROFILE

Accomplished and result-driven IT Professional with experience since 2005 in leading strategic liaison between business and off shore development, overseeing multiple projects across all phases of development. Excels at valuating the effectiveness of new and existing experience design elements in the existing products by incorporating customer and user feedback, and best practices in order to continuously evolve and improve the products.

Top performer with 15+ years of delivering excellence in enterprise software product quality assurance including test planning implementation and execution. Identifying and analyzing project problems and creating solutions involving technology, methodology, cost, and scheduling to overcome project related issues.

Demonstrated proficiency in UX/UI design and working with end to end website development; constructed websites using a combination of Dreamweaver and hand-coding UX/UI, PHP, MySQL, HTML, CSS, JavaScript, jQuery, and many other Languages; using design thinking to create a product, brand or service based on a holistic strategy and supporting tactic.

### AREAS OF EXPERTISE

Project Management • Client Account Management • Business Development • Strategic Planning & Execution • Operations Management • UX/UI Design • Facilitation & Training • Communication Initiatives • Technical Support Strategies • Quality Assurance • Business Analysis • Resource Planning & Budgeting • Agile Methodologies • Search Engine Optimization • Smart Plant • RESTful Webservices

### TECHNICAL & APPLICABLE SKILLS

Salesforce.com | Web Design | SQL | CSS | Online Marketing | Software as Service (SaaS) | Social Media | Google Analytics | Web Development | Axure | XML | Mobile Devices | Web Analytics | Usability | Email Marketing | Bootstrap | Bugzilla | Bug Tracking | Photoshop | Sketch | Graphic Design | HTML5 | Dreamweaver | Software Development Life Cycle (SDLC) | Scrum | Agile | JIRA | Confluence | Adobe Creative Suite

---

## PROFESSIONAL EXPERIENCE

---

### UX/UI DESIGNER | FREELANCER

May 2005 – Present

*BTB Web Designs - Jupiter, FL*

- Conceptualizing original ideas that brought simplicity and user friendliness to complex design challenges for B2B and B2C clients.
- Providing a vast range of hardware support and software support and also experienced with social media account set-up, monitoring and marketing.
- Expediting project completion through creating functional, responsive site from scratch to using template tools, and WordPress efficiently.
- Solving workflow problems in high intensity environments, through visual and interaction design while demonstrating sound understanding of UI/UX end to end web development.

#### KEY ACHIEVEMENTS

- Demonstrated clear understanding customer needs and motivating factors and translated them into concepts for compelling interactions and experiences that met business goals.
- Reached KPI and improved ROI to client confidently by creating new websites for client's local business and assisting with website maintenance on their existing sites.
- Identified opportunities which enhanced BTB processes and product offerings.
- Drove design and usability initiatives for BTB projects with extremely short time lines.

# SHAWN BUDD

---

## CLIENT ACCOUNT MANAGER

Feb 2017 – Oct 2017

### *3C Interactive – Boca Raton, FL*

- Fostered 3C success by providing a comprehensive assistance to clients with a wide range of mobile marketing tools including SMS and MMS messaging, mobile web, mobile coupons, and mobile wallet.
- Championed top-tier account management standards and using Agile management tools, writing detailed technical stories, and managing Agile structure.
- Demonstrated high standards of technical thought leadership with customers through activities such as ongoing education, consultation, presentation, technical evaluations, objection handling or general supportive discussion

#### **KEY ACHIEVEMENTS**

- Grew customer base by building and managing networking and referral systems through delivering multiple mobile interactive websites.
- Drove revenue and created sales opportunities by managing the account process and evangelizing 3C Interactive technical value to existing customers.

## SENIOR TECHNICAL SUPPORT MANAGER

Feb 2005 – May 2014

### *Travelocity (Remote)*

- Subject matter expertise as primary technical liaison to global partner community that was responsible for identifying, troubleshooting, correcting or providing solutions regarding operational issues.
- Led Technical Project Manager in weekly Steering Committee meetings for project management and quality assurance for all software development needs for end clients.
- Enforced stringent quality control standards, effectively utilizing Sales force Administrator technology for contacts, reporting, resources, and tracking.
- Actively monitored and summarized partner performance based upon system / transactional consumption; using SQL, Analytics, and other tracking tools.

#### **KEY ACHIEVEMENTS**

- Led the international support team that was responsible for the growth of 5,000+ private label travel websites generating over \$200M+ in annual revenue. Directly managed strategic partner accounts including Delta, Kayak, Automobile Association of America (AAA) and American Express Travel (AMEX).
- Participated actively in the design, testing and roll out of new software where the software was configured to meet the business and technical needs of each specific partner needs.
- Improved customer support efficiency by streamlining team support activities and leading the tech team with technical writing/editing, project management, and quality assurance.
- Successfully boosted company profits through process improvements and employment of new technical documentation.

## GUNNERS MATE, GMG3 (SW)

### *US Navy – Charleston, S.C*

- Deployed during the Operation Desert Storm & the Gulf War, as well as, various Law Enforcement Operations in the Caribbean and the east coast of the United States.
- Discharged with an Honorable Discharge; resulting in 12 ribbons, 6 medals, and also received the E.S.W.S. pin (Enlisted Surface Warfare Specialist) for learning a portion of everyone's job aboard my ship.

---

## EDUCATION

---

### **DeVry Institute of Technology, Columbus, OH**

Bachelor of Business Administration in Computer Programming