

# Seth Fry | Resume

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## Profile

Results-driven IT professional with experience in website design and development, field support, IT support, and project management. Proven track record of successful projects. Strong understanding of the IT field and ability to solve problems. Skilled in training and mentoring others. Passionate about continuous learning and professional development.

## Experience

### **Web Developer – Supply & Brand**

**2019 - current**

As a Senior Project Manager, I led and executed web design and development projects from planning to completion, managing a small team of designers and developers. I was responsible for coordinating the efforts of team members, communicating with clients, and ensuring projects were completed on time and within budget. I also contributed to the development by coding and implementing features to the project. My expertise in project management and leadership enabled me to deliver outstanding results for the company and clients.

### **Field Technician – Actionlink**

**2014 - current**

As a Field Technician, I have successfully installed and maintained demo computers in big box retail stores while achieving a perfect record of completing assigned projects. I have effectively minimized the need for follow-up visits by maintaining a low ratio of mistakes per visit. Additionally, I have had the opportunity to train and mentor junior technicians to develop their job skills, specifically in firmware installation and operating system set up and demo activation.

### **Teacher – Hereford ISD**

**2017 - 2019**

As an educator, I developed effective classroom management strategies to cultivate an environment where students felt valued and empowered in their learning experience. By assessing and documenting student data and maintaining individual KPIs as growth indicators, I was able to achieve a significant increase in pass rates on state test practice assignments, raising them from 68% to 85% overall pass rating over a 7-month period. Throughout this process, I leveraged technology tools and platforms to facilitate learning and create innovative approaches to integrating technology into the classroom.

### **Business Account Manager – Spring mobile**

**2015 - 2017**

In this dual approach position, collaborated with district store managers in West Texas to identify and hire top talent for highly competitive sales environments. Once selected, I provided guidance and support to ensure their success. Additionally, I maintained operational continuity by managing stores while the store manager was on leave. In my role as Business Account Manager, I served as a trusted

advisor and closer for accounts with 20 or more mobile handsets. Through my efforts, I developed local marketing campaigns that expanded the AT&T Business mobile presence, and trained sales reps across the district to empower them to grow commissions.

**Customer Service Manager – Walmart**

**2010 - 2014**

I was responsible for managing and coordinating associate schedules, taking into account their existing college schedules and making reasonable accommodations. I also monitored and assisted with all financial transactions and trained all front-end employees. Using Walmart-developed metrics, I conducted quarterly evaluations of the front-end team. Additionally, I provided necessary services and interventions to ensure customers had a great experience.

**Education**

<b>WTAMU</b> — Master of CIS & Business Analytics	Current
<b>Amarillo College</b> — Associate of Networking & Cybersecurity	2021 - 2023
<b>WTAMU</b> — Bachelor of General Studies	2010 - 2014
<b>Comptia</b> — A+	2021
<b>Comptia</b> — Security+	2021

**Skills**

Web Development (MERN)	Web Design	Database Management
Data Analytics	Data Mining	Project Management
HTML & CSS	JavaScript	Node.JS
Python (Pandas Matplotlib)	SQL	Mongo dB
Network Installation	Hardware Installation	Hardware Support
Team Development	Sales Skills Development	Communication

**References**

<b>Jon Galloway</b>	<b>Cam Barnes</b>	<b>Izaak Chavez</b>
Vice President of Marketing	Media Specialist	Field Technician
Supply and Brand	Andrews & Associates	Actionlink
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