

# Resume

**Scott Wilborn**

**Writer**

**Content Developer**

**Creative to Technical**



# Professional Experience

## POC Management Services

**Have performed content development for 80+ presentations covering a wide range of topics of significance in the workplace today including idea development, outline, subject matter research, and topic development.**

# POC Management Services

## Topics Include:

**Approach**

**Bias**

**Binary Thinking**

**Branding**

**Change**

**Coaching**

**Communication Skills**

**Communication Styles**

**Conflict Resolution**

**Critical Thinking**

**Culture**

**Cultural Sensitivity**

**Customer Servant**

**Customer Service**

**Diversity**

**Emotional Intelligence**

**Excellence**

**Harassment & Bullying**

**Leadership**

**Managing Agreement**

**Performance Management**

**Perspective**

**Privilege**

**Problem Solving**

**Responsibility**

**Respect**

**Succession Planning**

**Teamwork**

**Time Management**

**Trust**

# SW Solutions Group, LLC

formerly Definitive Solutions Group, LLC

Performed full life cycle software consulting and server-side/back-end development services for a company offering one-time purchase, rechargeable, and subscription-based telecommunications products on 15 e-commerce websites achieving annual revenue of more than \$10 million

Primary contributions included:

- Design and creation of a customer service management system and supporting modules
- Implementation of custom event tracking mechanism to supplement the existing system
- Business analysis and development of internal systems and controls and procedure manuals
- Data analysis, reporting, and statistics
- Project management and status reporting for all audiences
- Product setup and back-end administration
- Technical documentation and translation into instructional design materials
- Customer service troubleshooting and support
- Customer service training
- Special projects

## **POC Management Services**

- **Provide administrative and technical support for management consulting firm startup including research, proposals, training materials, presentations, website development, and marketing materials**
- **Provided consulting services including administrative and technical support for a small home renovations startup**
- **Served as Human Resources Manager for a window coverings manufacturer with 300+ employees**
- **Performed software development for a startup firm providing online reservation software for zoos and aquariums**

## Multimicro Systems

- **Directed daily operations for the provider of an industry-leading agency management system supporting over 500 customer accounts**
- **Performed product development, project management, customer support, training, installations**
- **Developed support documentation, integrated product help system, sales/marketing materials, and customer training materials**

## Other Employment

**Federal Reserve Bank of Atlanta**

**Mizuno**

**Sedgefield Jeans**

**Aveno Window Fashions**

**Geckotech Systems**

**A&J Remodeling**

## Education

**Georgia Institute of Technology, Atlanta, GA**

**Bachelor of Science, Management Science**

**Certificate in Industrial & Organizational Psychology**

**Kappa Sigma Fraternity: Grand Scribe National Award**



## Community Service

### Owen T. Wheeler Foundation, Atlanta, GA

- **Developed operational systems and controls for a non-profit startup providing support for families and organizations dealing with pediatric cancers**
- **Created and maintained original web site and custom back end system for event and donation management**
- **Raised over \$100,000 in revenue including \$70,000 in 4 years of coordinating annual Golf Tournament fundraiser**

# Scott Wilborn

<https://scottwilborn.com>

<https://scottwilborn.medium.com/>

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