



Joseph B Figg

Technical Communication & Visual Communication Design

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Address: Seattle, WA

SKILLS

Power BI
Azure Kusto
Azure Logic Apps
Technical Writing/Editing
ITIL Certified
Instructional Design
Copywriting
Microsoft Office
Adobe Creative Suite
HTML/CSS/JavaScript
VBA/C#/Jinja2
SQL
Automation
Publication Design
UX Design
Usability Testing
Agile/Scrum
Newsletters

Achievements

Compliance Reporting Automation

Utilizing Kusto Queries and Azure Logic Apps, I created reporting, tracking, and email notifications in order to maintain service compliance across all teams within Microsoft Core Service Engineering and Operations (CSEO).

HTML Templatization

Using HTML and Jinja2, I created automated communications templates that are used for all Microsoft CSEO escalations.

Service Level Agreement Automation

Created automation for tracking and reporting Microsoft service level agreement metrics.

EDUCATION

Eastern Washington University

Technical Communication & Visual Communication Design
GPA 3.8 - Magna Cum Laude

EXPERIENCE

IT Operations Manager | Mindtree

Dates Employed: 12/2018 – Currently employed

Location: Redmond, WA

Duties: It is my responsibility to predict and minimize business/customer impacting incidents for inherently complex applications and infrastructure for Microsoft.

Deliverables:

- Power Bi reports, WBR, MBR, QBR
- SLA Tracking and Reporting
- Communication Automation Engineering
- Executive Communication Editor

Communication Manager | Insight Global

Dates Employed: 5/2018 – 12/2018

Location: Redmond, WA

Duties: Major Incident Management for Microsoft Dynamics 365. Responsible for customer facing communications, internal reporting, and leadership reports.

Content Writer | Rairdon Automotive Group

Dates Employed: 9/2017 – 5/2018

Location: Kirkland, WA

Duties: Radio Scripts, Web Content, Blogs, Ad Copy

Help Desk Coordinator | Engage

Dates Employed: 9/2016 – 8/2017

Location: Spokane, WA

Duties: Provided MEDITECH, Athena, and Kronos technical support for over 100 hospitals in North America.