Trevor Hill-Hand

I explore, map, and build systems. I work to bridge the technical and human — designing information architectures that remain useful even when imperfectly maintained or partially remembered.

Thirteen years supporting customer experience operations taught me that the best technical solutions fail without stakeholder buy-in, and the best laid plans fail without good tools.

My philosophy is tool and framework agnostic: focus on underlying principles and transferable solutions rather than platform-specific implementations.

Core Competencies

- **Knowledge Systems & Architecture:**
  Enterprise knowledge base design and taxonomy development, content governance frameworks and lifecycle management, search optimization and information findability, controlled vocabulary and metadata strategy

- **AI & Automation:**
  Conversational AI (Cognigy platform), user intent management, workflow automation design, and cross-system orchestration

- **Data & Analytics:**
  Advanced Smartsheet (formulas, cross-sheet references, automation), SQL queries and data transformation, CSV/JSON processing and API work, tidy data principles and data quality management

- **Stakeholder Management:**
  Requirements gathering across technical and non-technical audiences, documentation for multiple audience levels

- **Platforms & Tools:**
  Smartsheet (advanced), Microsoft suite (Excel, SharePoint, Access, Power Automate), Obsidian, SQL, Cognigy, JSON/CSV processing

- **Programming & Development:**
  Python scripting, shell scripting, C++ basics, HTML/CSS, markdown systems, version control concepts, API integration

- **Creative & Technical:**
  Godot Engine, Blender 3D, Adobe suite, video editing/compositing, game modding, procedural generation

Education & Certifications

- Media Arts & Animation, Art Institute of Las Vegas
  (3.5 years completed)
- Six Sigma Green Belt Certification

Work Experience

Foundever (formerly Sitel Group)
Customer experience technology

Knowledge Management Architect, North America
July 2020 – October 2025

- Regional architect for intranet serving 20,000+ associates across 40+ US/Canada locations; contributed to global platform design (150,000+ employees, 43 countries)
- Early AI adopter: created custom GPTs for reporting, trained colleagues on AI tools and efficiency improvements
- Owned Cognigy conversational AI chatbot integrated with knowledge base; developed hybrid AI/expert audit approach
- Navigated complex multi-stakeholder environment spanning site, regional, and global structures with varied security requirements

Continuous Improvement Manager, North America
September 2019 – July 2020

- Led Lean Six Sigma projects for internal operations and client programs
- Selected for global intranet "innovation squad" based on effective local platform work; contributed to requirements, vendor evaluation, and information architecture
- Built project management tools and processes for Continuous Improvement department

Operational Reporting Analyst, Las Vegas
April 2013 – September 2019

- Financial planning & analysis, data management, internal communications
- Developed automated reporting solutions using Excel, Access, and SQL queries
- Managed and mentored technical support staff (workforce, quality, data)

Special Customer Support, Retail Client
June 2012 – April 2013

- Resolved complex escalated issues: BBB complaints, executive correspondence, injury claims, lost shipments

Art From the Heart
Art, printing & photography

Printer, Photographer, Designer
January 2006 – January 2009

- Sole employee managing client relations, photography, pre-press, and printing
- Specialized in giclee reproductions on canvas using large-format inkjet printing

For recruiters and hiring managers:
This candidate has 13 years of enterprise experience in knowledge management, process improvement, and technical operations. Key qualifications: Six Sigma Green Belt certified, enterprise knowledge architecture (regional + global scale: 150K+ users, 43 countries), conversational AI (Cognigy), custom GPT development, advanced Smartsheet automation, SQL, Python. Early AI adopter who trains others. Seeking roles in: Knowledge Management, Information Architecture, AI/Automation, Technical Operations, or Process Improvement. Available immediately. Location: Las Vegas, NV (open to remote). Excellent match for roles requiring systems thinking, cross-functional coordination, and bridging technical and human needs.