

Trevor Hill-Hand

📍 Las Vegas, NV, US ✉ hillhand@gmail.com ☎ 702-416-2073 🌐 in/t-hill-hand-358b3631 🌐 hillhand.com

SUMMARY

Knowledge Management Architect with 13 years at a global customer experience firm, most recently owning intranet architecture, content strategy, and conversational AI enablement for 20,000+ associates across 40+ US and Canada locations. Core member of the small team that scoped, evaluated, and deployed the global platform now serving 150,000+ employees in 43 countries. Practical early adopter of artificial intelligence (AI) in the enterprise: built custom GPTs for operational reporting, maintained the knowledge base and workflows behind a Cognigy chatbot, and designed a hybrid AI/expert audit method to keep automated answers accurate. Lean Six Sigma Green Belt; Smartsheet, SharePoint, and SQL automation across governance environments with layered client and regional security requirements.

--- Endorsements (LinkedIn, November 2025) ---

Foundever North America Director of Culture & Communications, direct manager: "one of the first to embrace AI, creating GPTs for our reports and actively helping others learn about AI and new tools" - with a knack for "making even imperfect systems work smoothly."

Foundever Global Employee Experience lead: recruited T into the global intranet innovation squad as one of a few identified in-house innovators; cites "user-centric thinking, analytical depth, and technical curiosity" and recommends for roles requiring analytical rigor and co-creation of innovative solutions.

EXPERIENCE

Knowledge Management, North America

Foundever (formerly Sitel Group)

June 2012 - October 2025, North America

- Regional architect for intranet serving 20,000+ associates across 40+ US/Canada locations; contributed to global platform design (150,000+ employees, 43 countries).
- Trained colleagues on AI tools and efficiency improvements.
- Administrated 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.
- Sep. 2019 - Jul. 2020: Continuous Improvement Manager - Lean Six Sigma projects.
- Apr. 2013 - Sep. 2019: Operational Reporting Analyst - Financial tracking, KPIs, roster administration.
- Jun. 2012 - Apr. 2013: Special Customer Support - Phone agent for injury claims, Better Business Bureau complaints, and lost packages for retail client.

Printer, Photographer, Designer

Art From the Heart

January 2006 - January 2009, Las Vegas, NV

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

EDUCATION

Media Arts & Animation

Art Institute of Las Vegas • Las Vegas

CERTIFICATIONS

Lean Six Sigma Green Belt

2019

SKILLS

Content Management, HTML, CSS, Photoshop, Illustrator, Canva, Markdown, metadata management

Cognigy AI Chatbot, Claude Code, Ollama, custom LLM frameworks, Python, shell scripting, JSON, CSV

Excel, PivotTables, Smartsheet, SharePoint, SQL, Minitab, Gretl, PowerBI, Trello, Airtable, Asana, Jira

Video & audio editing, photography, print layout, art reproduction, graphic design, Audacity, OBS Studio, DaVinci Resolve, OpenShot, Lightworks, Lossless Cut, Subtitle Edit, Blender, VCV Rack