

David Wisz

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Detail-oriented administrative professional with experience supporting high-volume customer-facing operations, coordinating administrative processes, and maintaining accurate digital records. Skilled in using all kinds of software, communicating professionally, and managing confidential information. Proven ability to pivot within constantly shifting priorities, enthusiastically support team operations, and deliver high-quality service in fast-paced environments.

RELEVANT EXPERIENCE

Associate Assistant Manager — McMenamins Old St Francis School Hotel, Bend OR
MARCH 2025 - PRESENT

- Provide friendly, empathetic public-facing customer service, communicating professionally in person, by phone, and via email, handling sensitive guest concerns with discretion, while serving as an ambassador for the McMenamins organization and (presumptively) the city of Bend.
- Maintain accurate records of transactions, daily reports, and operational data for management and accounting purposes.
- Assist with staff coordination and procedural guidance, helping team members navigate policies and resolve issues.
- Document and communicate operational and technical issues clearly, internally and to other departments.
- Track inventory and manage supplies.
- Prioritize and adapt to changing daily demands while maintaining attention to detail and service quality.

Content Management Engineer — Nine Peaks Solutions, Bend OR
OCTOBER 2023 - MAY 2025

- Managed and maintained large volumes of digital records within document management systems, ensuring accuracy, consistency, and compliance with organizational standards.
- Guided clients through onboarding processes, delivering training on Laserfiche software, including records retention and managing confidential personnel files within their repositories.
- Processed, organized, and standardized huge sets of files, verified data integrity, and imported into client repositories.
- Communicated with clients via phone and email to resolve technical and process-related questions in a clear and professional manner.
- Created internal training materials and documentation to support team knowledge and consistency.
- Redesigned website, updated and maintained content.
- Networked with public-sector stakeholders at our booth at the Association of Oregon Counties conference, pitching our services and strengthening professional relationships.

Guest Services Reservation Agent — Mt Bachelor, Bend OR
JANUARY 2022 - DECEMBER 2023

- Provided high-volume customer support via phone and email, assisting customers with accounts, payments, and technical issues.
- Promoted to supervisory role based on performance, supporting staff training and daily operations.
- Managed customer data and transactions within multiple software systems, ensuring accuracy and confidentiality.
- Resolved complex customer concerns with professionalism, including de-escalating sensitive situations.
- Trained new employees and developed onboarding materials, improving team efficiency and service consistency.
- Led daily standup meeting to keep everyone abreast of situational developments.
- Created and edited standardized email templates for department-wide use.
- Provided internal technical support, troubleshooting software and system issues for team members.

Autonomous Vehicle Specialist — Waymo, San Francisco CA
JULY 2021 - DECEMBER 2021

- Operated advanced technology systems while adhering to strict procedural and safety protocols.
- Assisted customers directly, ensuring a safe and positive user experience.
- Coordinated with cross-functional teams to resolve technical and customer issues in real time.

Front End Web Developer — various companies in San Francisco CA
SEPTEMBER 2004 - JUNE 2021

- Developed and maintained websites and web applications for a variety of tech companies.
- Collaborated with cross-functional teams to manage content updates, improve usability, and ensure accuracy of information.
- Gained extensive experience working with development platforms, digital systems, data organization, and content management tools.

CORE SKILLS

- Website Development & Content Management
- Public-facing Customer Service & De-escalation
- Written & Verbal Communication
- Training & Documentation Development
- Document Management Systems (Laserfiche)
- All the Standard Software Systems (Microsoft Office, Google Workspace, etc.)
- Learning and Troubleshooting New Software Programs

EDUCATION

- Zendesk Customer Service Professional Certificate - LinkedIn Learning
- Technical & Professional Writing Certificate - San Francisco State University
- B.A. English Literature with Minor in Spanish - San Diego State University