

Anthony M. Wagner

TECH PROFESSIONAL • EDUCATOR • ENTREPRENEUR



CONTACT

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SKILLS

-  Writing & Communication
.....
-  Diagnostics & Troubleshooting
.....
-  Process Design & Optimization
.....
-  Educating & Simplifying Concepts
.....
-  Problem Solving & Time Management
.....
-  Organization
.....
-  WordPress & Web Design
.....
-  Design (Illustrator, Photoshop, Canva)
.....
-  Digital Marketing (Facebook, Google Ads)
.....

EDUCATION

BACHELOR OF ARTS, LIBERAL STUDIES

- POLITICAL SCIENCE
- WOMEN'S & GENDER STUDIES
- ANTHROPOLOGY

University of Michigan-Dearborn

2010-2014

3.7 GPA • Graduated with Distinction

EXPERIENCE

JACAPPS SOLUTIONS • 2019-PRESENT

Director of Production • 2024-Present

- Manage the team responsible for building and launching apps
- Implement and optimize company-wide systems, enabling us to build and launch apps for clients at scale.

Client Success Manager • 2022-2024

- Designed, from scratch, our client retention program
- Formalize the audit and upkeep of 450+ apps
- Educate clients about new app features and the benefits of those features to their organizations
- All responsibilities from my Client Service Specialist role

Client Service Specialist • 2019-2022

- Build and launch platform-based iOS and Android apps
- Designed, and regularly optimize, our new app build process
- Solely support 450+ apps for over 150 clients
- Facilitate all communication between clients and our team

DETROIT COMMUNITY SCHOOLS • 2014-2019

IT Manager • 2018-2019

- Coordinated IT strategy for the district
- Supported all tech for 100+ staff members & 650 students
- Designed & implemented tech improvement processes
- Managed standardized testing

Executive Assistant / Facilities Manager • 2014-2018

- Supported the district's Superintendent and executives
- Supervised a team of 10-15 maintenance crew members
- Managed all maintenance & upkeep for facilities & grounds

SIDE-HUSTLE

COURAGE & GROW • <https://courageandgrow.com>

Owner • WordPress, Design, Education, Marketing
2020-Present