WILLIAM BENNETT, MPA

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WORK EXPERIENCE

Senior Appraiser | *Thurston County Assessor's Office* | *Olympia, WA* | *November 2021 - present*

- Performing extensive research and analysis of home sales.
- Estimating the market value for each property for assessment purposes based on market analysis.
- Maintaining CAMA system database of parcel information for land and building valuations.
- Supporting taxpayers and the public daily face-to-face, over the phone, by mail, and e-mail.
- Explaining county systems and their relationship to value to taxpayers.
- De-escalating high-pressure situations daily.
- Demonstrated growth from Appraiser Assistant to Senior Appraiser role.
- Completed USPAP, IAAO 101, 102 courses - certified DoR Ad Valorem inspector.
- Capable of inspecting, sketching, mapping, and creating a value for any residential parcel.

Product Support Associate | *Open Sesame* | *Portland, OR* | *May 2019 - September 2019*

- Provided frontline product support to learners and administrators for SaaS-based educational tools and e-learning products across a variety of LMS'.
- Tested content and troubleshot technical issues.
- Provided training and support to staff.
- Utilized chat clients, ticketing system, phones, and screen shares while providing support.
- Utilized Zendesk, Salesforce, Slack, Trello, Asana to coordinate team actions, communicate, develop projects, and compose internal documentation.
- Strong customer service in high-volume environment.
- Ability to test, research, and apply results to support situation interchangeably.
- Strong across a wide variety of ticketing systems, and support tools.

Instructional Technologist | *Concordia University* | *Portland, OR* | *September 2013 - May 2019*

- Assisted Concordia faculty, staff, and students by providing Tier 2 tech support for the Learning Management System (LMS) and associated tools.
- Supported roughly 4000 fully-online students, as well as on-campus students, staff and faculty.
- Supported multiple large-scale projects, including implementing virtual proctoring, improving access to records for alumni, and more.
- Provided support for Blackboard and Canvas. Supported users by phone, e-mail, in person, and screensharing.
- Created and maintained support documentation.
- Led trainings for incoming instructors. Implemented and maintained online courses in HTML, CSS.
- Implemented SaaS-based tools and systems.
- Developed project management, maintenance and iteration plans.

EDUCATION

Master of Public Administration
Public policy & nonprofit management
The Evergreen State College
2010

Bachelor of Arts
Literature
The Evergreen State College
2006