

Connor Flynn

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SKILLS

Office 365 Admin (2 years), Intune (2 years), Adobe Photoshop (12 years), Home Lab (3 years), HTML/CSS (1 year), Python (2 years), PowerShell (1 year), Live Event AV (2 years), Adobe Creative Cloud (10 years), Photo/Video (14 years), Graphic Design (5 years)

WORK EXPERIENCE

Bonhams, New York, NY (Auction House)

IT Service Desk Engineer, March 2024 – present

- Wrote scripts to expedite repetitive actions, freeing up time for more important tasks.
- Worked with everyone in the company, from the CEO to part-time workers, across the globe.
- Liaised between managers in the UK and contractors in the US on large-scale projects, ranging from transitioning cell service providers to full-room tech overhauls.
- Managed live streaming operations for high-value auctions, including those exceeding \$10 million, serving as the primary point of contact for technical issues.
- Resolve 60+ service desk tickets weekly for a national team of over 200 employees.
- Systems used include JAMF, Q-SYS, Apple Business Manager, SureMDM, and macOS.

Bonhams, New York, NY (Auction House)

Photographer, June 2021 – March 2024

- Improved content creation workflows, both physically and digitally, to maintain high volume and quality.
- Collaborated cross-departmentally with tech and design teams on external and internal projects.
- Implemented new technologies and workflows to create 3D models, 360° videos, and animations.

Protocol, New York, NY (Toys and Games Company)

Photographer and Content Coordinator, June 2019 – June 2021

- Redesigned content creation workflows to adapt to ever-changing requests and requirements.
- Produced photography and video content for a variety of product categories.
- Collaborated on the full lifecycle of product development, from ideation to discontinuation.
- Analyzed market trends, conducted quality testing, developed product branding guidelines, and designed packaging for retail and e-commerce.

Shreve, Crump & Low, Boston, MA (Jewelry Store)

Photographer + Tech Support, August 2018 – July 2019

- Designed and implemented the photography system from the ground up to create consistent results.
- Supported basic user issues on Windows and iOS devices.
- Managed Shopify site content.

Oregon Museum of Science & Industry, Portland, OR (Science Museum)

On-Call Educator Tech Lab, May 2016 – June 2017

- Managed a team of interns and volunteers.
- Developed curriculum for a middle school design thinking program.
- Maintained tech lab equipment, including 3D printers and interactive exhibits.
- Delivered educational experiences to diverse audiences, engaging with families and individuals to inspire curiosity and learning.

EDUCATION & CERTIFICATES

Portland State University, Portland, OR — Bachelor of Science, Art Practices

Google Data Analytics Professional Certificate, ITIL 4, Codecademy PowerShell Certificate