

# Conner Spangler

*User Oriented and Service Driven*

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Dependable technical writing and design skills with years of academic experience helping understand and shape the vision of client and project expectations. User based focus in both UX/UI and technical writing through clean responsive systems.

## **PROFESSIONAL EXPERIENCE**

### **Student Library Assistant | UCCS Kraemer Family Library | Colorado Springs, Colorado, United States**

*Aug 2022–August 2025*

- Delivered excellent customer support, aiding both students and the public in locating essential textbooks and resources, enhancing user satisfaction.
- Assisted in the upkeep of the library's book collection, including organizing, weeding, and recycling materials, improving collection efficiency in the process.
- Engaged with patrons to solve technological issues, ensuring smooth access to library facilities and services, and reducing downtime by reporting outages to IT

### **Student Research Assistant | UCCS Kraemer Family Library | Colorado Springs, Colorado, United States**

*Jan 2025–August 2025*

- Delivered exceptional customer service, assisting patrons with research inquiries and sourcing academic materials on the web beyond the catalogue.
- Managed communication through emails, live chats, and phone calls, efficiently addressing diverse patron needs across a multitude of sources.
- Collaborated with library staff to enhance research strategies and improve the patron experience by seeking out and following up on requests personally.

### **Delivery Station Associate | Amazon | Colorado Springs, Colorado, United States**

*Jun 2022–July 2022//Nov 2025–Present*

- Managed the transition of packages from delivery trucks to sorting systems with precision and efficiency, ensuring timely processing.
- Sorted customer packages systematically based on ID codes and destinations, facilitating timely delivery and enhancing operational efficiency.
- Coordinated packing and staging of shipments upwards of 15 thousand packages nightly, accurately adhering to delivery schedules, ensuring customer satisfaction, and maintaining organizational standards.

### **Parks Worker | Colorado Springs Parks and Recreation | Colorado Springs, Colorado, United States**

*Jul 2021–August 2021*

- Performed routine maintenance tasks across various parks in the Colorado Springs area, ensuring the cleanliness and functionality of facilities, contributing to a safe environment.
- Engaged with the community to identify needs and address issues within park areas, strengthening community relations and improving local infrastructure.
- Handled minor repairs and upkeep of park installations, improving the functionality of public spaces and reducing maintenance costs.

## **EDUCATION**

### **University of Colorado Colorado Springs | Colorado Springs, Colorado, United States**

*August 2021–May 2025*

Technical Communications & Information Design-Bachelors Degree

### **Palmer High School | Colorado Springs, Colorado, United States**

*August 2016–May 2021*

High School Diploma

## **SKILLS**

Proven background in user service, organization, and teamwork through experience in libraries, retail delivery, and community-facing roles. Academic background in technical editing/writing and design.

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|------------------------|---------------------------|-----------------------------|
| • Customer Orientation | • User-Centered Processes | • Project Management        |
| • Interpersonal Skills | • Organizational Skills   | • Technical Writing/Editing |
| • UX/UI Design         | • Text and Visual Design  | • Report Writing            |