

Bill Robinson

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SUMMARY

Management Professional with experience in leading teams, coordinating processes, and cross-functional communication

Full-Stack Software Engineer proficient with a variety of programming languages and libraries

Technical Skills / Core competencies:

- Full Stack Engineer
- MongoDB
- Python
- Socket.io
- Management Professional
- JavaScript
- React
- Postgres
- GitHub
- Relationship Marketing
- Cross-functional Communication
- Express
- Node.js
- Scrum
- Cross-functional Communication

PROFESSIONAL EXPERIENCE

General Assembly- Boston, MA

2021 – 2022

Software Engineer Apprentice

- Built full-stack web application projects with account creation and sign in capabilities
- Collaborated with a team of four other developers to create a chat-room web application
- Created RESTful APIs connected to JavaScript front end and handling user
- Presented application functionality and development process to senior leadership.

CVS Health- Woonsocket, RI

2019 – 2021

Associate Manager

- Implemented strategy based on consumer insights to deliver relevant, personalized offers to over 80+ million customers
- Managed high value vendor relationships (e.g. Colgate Palmolive, GlaxoSmithKline, E.T. Browne) to partner on personalization strategies to deliver \$25M in expense funding
- Ensured optimal customer experience and adherence to brand guidelines across 48 vendor-partners
- Developed acquisition targeting utilizing brand affinity strategies to acquire new customers through trial offers

CVS Health- Woonsocket, RI

2018 – 2019

Quality Management Team Lead

- Supervised and coordinated 3 quality managers to maintain the highest level of data cleanliness for 75K offers across 300+ vendors within three different channels: Direct Mail, Email, and Offer At Register (OAR)
- Served as the RPS liaison for marketing operations and worked cross functionally to remove roadblocks, facilitating scaling of major initiatives
- Created standards to mitigate risk of low performing offers and designed process to correct offers with high

PROVIDENCE BILTMORE – Providence, RI

2017- 2018

Uniformed Services Manager

- Supervised a team of 2 managers and 25 employees providing guest services to 300 hotel rooms
- Managed department schedule according to forecast and payroll budget of \$450,000, securing \$750,00 in annual sales
- Coordinated damage reports, approving/denying claims by investigation, and coordinating with insurance company to minimize shrink and mitigate risk
- Delivered high-end customer experience through a service leadership model

EDUCATION

General Assembly, Boston, MA

Software Engineering Immersive (**hybrid**)

2021 – Present

CCRI, Lincoln, RI

Associates: General Studies/ Fire Science

2015 – 2018

Professional Qualifications: Held Top-Secret Security clearance granted by Department of Defense, Microsoft Office Proficient

Personal: Kenpo and Brazilian Jujitsu Competitor, Avid Dungeons and Dragons Player, Published Fantasy Author