

2071 Falmouth Dr., El Cajon, CA 92020 • 619.508.8168 • charlesdaleroobinson@gmail.com

- 15 years of business management experience, where I have demonstrated my ability to work independently to manage day to day tasks, critically think and problem solve to improve the operational efficiency of a small business
- 10 years of HR, payroll, and accounting experience where I used Excel, Quicken, and QuickBooks to track business income and expenses, and to process payroll
- 3 years of in house IT management experience where I have managed domain and Office365 user accounts, provided desktop support, and implemented and managed an internal VOIP phone system
- Diverse customer service background with over 10 years of experience in various industries
- Proficient with Microsoft Excel, Word, Power Point, and Access
- Website development and maintenance experience and current coding bootcamp student with coding experience with HTML, CSS, JavaScript, jQuery, APIs, and Bootstrap CSS framework

- Created website for Art with Larisse 17 years ago using Microsoft FrontPage and have updated it over the years using various HTML editors

- Created an interactive brewery tasting map web application using the Open Brewery DB and Google Maps Directions APIs to generate a map of the breweries the user added to their tour map. The breweries were generated from the Open Brewery DB API based off of the city entered by the user. The web application was created using the following technologies: APIs/AJAX calls, HTML, CSS, jQuery, DOM manipulation, and local storage

- Manage three art studios that teaches over 400 students a week how to create fine art
- Perform accounting tasks – accounts receivable, accounts payable, inventory management, bank reconciliations, cash handling, and prepare weekly deposits
- Designed, implemented, and process payroll administration in house for 10 employees – prepare employee time sheets, process bi-weekly payroll, prepare and file quarterly payroll tax forms, and prepare and file year-end Forms W-3 and W-2s
- Prepare income tax returns, including Schedule C and sales tax for the Board of Equalization
- Process new hire paperwork and maintain employee files
- Supervise and train program directors to oversee studios and instructors
- Increased student base by 350%, thus increasing the gross profit by 183% since 2008, by successfully expanding business into three additional locations
- Marketed Art with Larisse via multiple platforms – social media marketing, community fairs, local chambers of commerce, school and charity events, direct mail
- Converted manual (paper) student database management system to an electronic database

- Manage the 10,000 square foot Episcopal Church Center in Ocean Beach, which is the home of the Episcopal Diocese of San Diego and 16 ministries that offer outreach programs to the homeless in the community

Charles D. Robinson III

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- My facilities management responsibilities include:
 - Building maintenance
 - Supervision of janitors, volunteers, and ministry leaders
 - In house IT management
 - Manage domain and Office365 user accounts and provide desktop support in a Microsoft environment
 - Implemented and manage an internal VOIP phone system – thus saving \$650 a month on our monthly telephone bill
 - Researched, designed, and implemented our IT infrastructure (server room and workstations), thus saving the Diocese thousands of dollars
 - Oversee grounds maintenance
 - Provide facility support for the various ministries that use the center
 - Manage security and access control to the center
- After moving to the newly renovated church center I worked with various contractors to ensure all of the remaining renovation punch list items were completed in a timely manner

Accounting and Admin. Assistant Episcopal Diocese of San Diego, CA Apr. 2013 to Jun. 2014

- I assisted the treasurer and assistant treasurer with various accounting tasks, which included:
 - Accounts receivable
 - Accounts payable
 - Prepared bank deposits
 - Mission share pledge accounting
 - Gift accounting
 - In house IT management
 - Implemented accounting procedure to track and enter EFTs into QuickBooks
 - Reconciled merchant account statements with online donations in QuickBooks
- Organized and assisted with the move from our location in Banker's Hill to our newly renovated location in Ocean beach - I coordinated the move of the furniture, computer equipment, phone system, and company files

Investment Executive Trilogy Financial Services, San Diego, CA Feb. 2008 – Sept. 2008

- Achieved FINRA Series 6 license, NASAA Series 63 license, and various California insurance licenses
- Reviewed my clients' financial needs, educated and assisted them by recommending the appropriate financial products (mutual funds, IRAs, annuities, variable annuities, term and universal life insurance) to help them reach their financial goals

Field Service Representative Cox Communications, San Diego, CA Jun. 2005 – Jul. 2006

- Built and maintained customer relationships while installing, upgrading, and repairing cable services
- Practiced excellent customer service on a daily basis by resolving customers' cable issues
- Educated customers regarding the use of their cable services

Electronics Tech. Supervisor United States Navy, San Diego, CA Oct. 1996 – Oct. 2002

- Lead technician for 2 radar systems responsible for landing aircraft on the USS Constellation
- Supervised a work center of 5 electronic technicians while they troubleshoot, repaired, and maintained vital electronic equipment, assuring safe flight operation on the USS Constellation

Education

San Diego State University Dec. 2007

- Bachelor of Science Degree in Business Administration - Financial Services Major
- Graduated *cum laude* with a 3.49 GPA