

# Technical Software Consultant

## ROBERT SMITH

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### Objective

Results-oriented Professional Services Consultant with expertise in IT, Sales and Consulting. Team player with proven ability to develop and build strong relationships with account managers and customers by using product knowledge, experience and leadership. Stellar written and verbal communication skills. Expertise in developing web applications using ASP.Net, C#, HTML, JavaScript, and SQL Server.

### Skills

SQL, Java, Javascript, J2EE, CSS, HTML, Business Analysis, Oracle 10G, Web Services, Reporting

### Work Experience

#### Technical Software Consultant

**ABC Corporation** - January 1999 - April 2005

- Supported the Inside and Outside Sales Team by providing technical presentations, briefings, complete RFIs & RFPs and Proof of Concepts for prospective clients of the BMC Incontrol Suite of products.
- Designed customized solutions for customers to implement in their unique environment.
- Performed both formal and individualized training for customers and partners.
- Provided support and problem resolution and developed custom upgrade solutions and assistance for customers migrating from previous software releases to newer ones.
- Supported 15+ Account Managers assisting in their Sales Cycle by giving WebExs, responding to RFIs, RFPs, and doing Proofs-of-concept at customers facility.
- Created custom migration plans for customers and assisted with the migration process to ensure the successful upgrade of software by coordinating with our support and development teams.
- Gave custom briefings/presentations for C-Level corporate prospects interested in enterprise software solutions providing information and hands-on experience of solutions.

#### Software Consultant

**ABC Corporation** - 1995 - 1999

- Worked on the iPhone activation system, which interacts with consumer and service providers.
- Developed business modules using Spring Framework and Hibernate.
- Worked on various Web services technologies SOAP, REST, WSDL XML, JSON using JAX-WS and Jersey Framework.
- Developed web service client to consume the third-party services to test the calls.
- Implemented a message-driven bean to read the rest data from the JMS queue for storage in the persistent layer.
- Created a set of classes using the DAO pattern to decouple the business logic and data.
- Worked on the Hadoop platform and developed a java Map-Reduce job to extract business-critical data as per the business requirements.

## Education

Business Management - 1994 (University of Central Arkansas - Conway, AR)