

Robert Smith

System Software Consultant III

PERSONAL STATEMENT

System Software Consultant III with a history of productivity and successful project outcomes. Design and implement web applications using J2EE technologies. Organized and detail-oriented with a proactive and hard-working nature. Technical Lead and Scrum Master in Agile development. Work closely with the Quality Assurance team and IT team to manage projects.

WORK EXPERIENCE

System Software Consultant III **Cornerstone Solutions - 2003 - 2019**

Responsibilities:

- Analyze, plan, research, evaluate and then recommend network and data communications hardware and software depending on the clients needs and domain-specific.
- Assist clients with questions about their software, troubleshoot issues that may be presented in the software and find viable solutions to these issues.
- Give recommendations for software developments and implement the software according to the company requirements and business processes.
- Self-disciplined to work remotely from home, but also work with team colleagues to analyze and understand the requests/needs of our clients.
- Securely coordinate changes in client data, test and execute the database management system.
- Also familiar with software that is able to extract data from systems and build this into a report for the front-end user.
- Established a large clientele that is extremely loyal.

Software Consultant **ABC Corporation - 1998 - 2003**

Responsibilities:

- Design, development, and oversight of applications pertaining to the management and reporting of the sales campaign and sales analysis information.
- Automated departmental workflow for sales campaign creation and analysis in Corporate Marketing.
- Developed requirements, design specifications and development milestones.
- Coordinated with data modeler, Analysts, and Campaign Managers to assess functionality and integrate new features.
- Combined Access, Excel, Outlook with Teradata and SAS to produce a consolidated system of entering, retrieving and reporting on retail promotional results.
- Removed disparity across brands in data entry, provided an organized relational database for use by modelers and analysts and automatically produced sales reports for dissemination to the Leadership team and

CONTACT DETAILS

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SKILLS

Microsoft Office Suite,
Crystal Reports,
Business Intelligence, MS
Access, CRM, Analytical,
Troubleshooting, Quality
Assurance, Customer
Relationship
Management

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

the retail brands.

- Reduced related person-hours by 25%.

Education

MS in IT - Software Development - 2016(Chippewa Valley Technical
College - Eau Claire, WI)