

# Joshua Robertson

[josh@jrobertson.io](mailto:josh@jrobertson.io) | (203) 841-9757 | Enfield, CT 06082

LinkedIn: [linkedin.com/in/jrobertson-io](https://www.linkedin.com/in/jrobertson-io) | GitHub: [github.com/JMRobertson89](https://github.com/JMRobertson89) | Portfolio: [jrobertson.io](https://jrobertson.io)

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## SUMMARY

Aspiring Software Developer with a strong background in Technology Sales and Account Management. Recent graduate of the UConn School of Engineering's Full-Stack Web Development Bootcamp, seeking to transition into a software development role. Effective at using technology to solve complex problems, cross-functional collaboration, and developing solutions that meet organizational needs.

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## SKILLS

HTML | CSS | JavaScript | NodeJS | Express.js | SQL | PostgreSQL | NoSQL | MongoDB | Object-Oriented Programming (OOP) | Git | React | Search Engine Optimization (SEO) | CRM (Salesforce/MS Dynamics) | MacOS | Microsoft Windows | Microsoft Office | Google Suite

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## PROFESSIONAL EXPERIENCE

### Big Voodoo Interactive

September 2020 - March 2022

[www.bigvoodoo.com](https://www.bigvoodoo.com) - Legal marketing and advertising agency

Springfield, MA

#### *Account Manager*

- Effectively delivered all communications, conflict resolutions and deliverables to assigned accounts while ensuring quality standards and client expectations were met
- Developed digital marketing and advertising strategies that met client's goals
- Regularly audited client websites and marketing campaigns to adhere to Search Engine Optimization standards
- Pursued opportunities for revenue growth within assigned accounts
- Accurately communicated client's needs to all internal teams and management
- Managed the onboarding process of new accounts

### Toast Inc.

November 2019 - April 2020

[www.pos.toasttab.com](https://www.pos.toasttab.com) - National provider of cloud-based, restaurant management solutions

Hartford, CT

#### *Territory Account Executive*

- Managed a Connecticut territory consisting of approximately \$500K+ in expected annual revenue
- Qualified and sold to small business restaurants and restaurant groups
- Managed complex sales cycles from the initial call to contract negotiations and closing
- Initiated discovery meetings and conducted demos to best understand customer pain points and develop solutions
- Indirectly managed outbound sales associates to generate a list of prospects and set action plans for customer acquisition

### Kforce Staffing

January 2019 - November 2019

[www.kforce.com](https://www.kforce.com) - Professional staffing agency specializing in IT and Finance services

Hartford, CT

#### *Account Manager*

- Managed an assigned portfolio of Connecticut based clients
- Conducted remote and in person meetings to uncover staffing needs and pain points
- Prospected new clients through networking, employee referrals, job boards and other internet searches
- Communicated hiring needs to internal recruiters and gathered candidates
- Facilitated the offer process on behalf of clients including salary negotiations and other terms of employment

**Best Buy**

[www.bestbuy.com](http://www.bestbuy.com)- Industry leading electronic retailer

**May 2014 - December 2018**

Manchester, CT

***Specialty Sales Manager, August 2015-December 2018***

- Managed multiple departments totaling \$3M+ in annual revenue
- Analyzed P&L statements to develop necessary action plans
- Hired, scheduled, trained, and coached a staff of twenty associates
- Conducted monthly performance reviews

***Sales Team Lead, March 2015-August 2015***

- Co-managed a team of four sales associates
- Tracked performance and customer satisfaction levels of assigned departments

***Sales Consultant, May 2014-March 2015***

- Assisted customers and guide them through the buying process
- Discovered customer needs to uncover upsell opportunities

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**EDUCATION**

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**Southern New Hampshire University**

BS, Business Administration

**Graduated 2020**

**UConn School of Engineering**

Full-Stack Web Development Bootcamp Certification

**Graduated 2024**