

# 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)

## SUMMARY

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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. Effective at using technology to solve complex problems, embrace cross-functional collaboration, and develop solutions that meet organizational needs.

## SKILLS

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HTML | CSS | JavaScript | Node.js | 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

## PROJECTS

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**Curated Crates** (GitHub: <https://github.com/JMRobertson89/Curated-Crates>)

- A subscription-based e-commerce website
- Collaboratively built with HTML, CSS, JavaScript, React, Material-UI, Node.js and NoSQL (MongoDB)

**Employee Tracker** (GitHub: <https://github.com/JMRobertson89/Employee-Tracker>)

- A command-line application that manages an employee database
- Built with JavaScript, Node.js, Inquirer and SQL (PostgreSQL)

**Social Network API** (GitHub: <https://github.com/JMRobertson89/Social-Network-API>)

- A social network API created with JavaScript, Node.js, Express.js and NoSQL (MongoDB)

## PROFESSIONAL EXPERIENCE

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**Big Voodoo Interactive**

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

**September 2020 - March 2022**

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.**

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

**November 2019 - April 2020**

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 acquisition

**Kforce Staffing**

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

**January 2019 - November 2019**

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****UConn School of Engineering**

Full-Stack Web Development Bootcamp Certification

**Graduated 2024**

**Southern New Hampshire University**

BS, Business Administration

**Graduated 2020**