

# Robert Bloxham

Junior Developer/Support Engineer

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Highly skilled professional with robust background in managing and resolving complex technical challenges across various platforms.

Demonstrated expertise in translating business requirements into technical solutions for seamless integration and operational efficiency. Adept at leading cross-functional teams in high-pressure environments to ensure project deliverables align with customer expectations and company goals. Proficient in conducting thorough data quality reviews, executing detailed test cases, and troubleshooting intricate issues with customer-centric approach. Committed to enhancing technical support procedures and driving continuous improvement initiatives, while balancing multiple priorities and adapting to changing business environments.

## Areas of Expertise

- ♦ Technical Support & Troubleshooting
- ♦ Cross-Functional Team Leadership
- ♦ Project Management & Delivery
- ♦ Technical Specification & Configuration
- ♦ Software Development & Engineering
- ♦ Communication & Documentation
- ♦ Quality Assurance & Testing
- ♦ Stakeholder Engagement
- ♦ Process Optimization

## Technical Proficiencies

- Platforms:** NoSQL Databases including MongoDB, SQL, PostgreSQL
- Tools:** Git/GitHub, Bootstrap, Materialize, Semantic UI
- Languages:** HTML, CSS, JavaScript, Express.js, Node.js, React.js, Python, Django

## Career Experience

HireVue Inc., Remote  
PS Technical Specialist (Support Engineer)

2021 – Present

Lead development of customer solutions using multiple platforms based on inputs from consulting teams and customers. Conduct data quality reviews and execute detailed test cases in adherence to customer requirements. Analyze and troubleshoot customer issues in collaboration with the PS team, providing timely resolution updates. Translate business requirements into technical specifications and configurations for clear execution. Document progress, analyze root causes, and communicate solutions to both technical and non-technical stakeholders. Enhance technical support processes through detailed procedure documentation.

### Key Achievements/Contributions:

- Spearheaded successful implementation of complex products requiring expertise in troubleshooting, problem-solving, and integration across various areas such as configuration data and API.
- Developed complex mapping solutions for customer data, facilitating seamless integration with the HireVue system.
- Fostered cross-functional collaboration with customer support and professional services teams for effective troubleshooting and partnered with Product and Engineering teams to escalate and resolve advanced issues.
- Analyzed and resolved customer issues using tools like Grafana, SQL, Postman, JSON, and Microsoft Excel.

Spearheaded various projects including a single-player version of Battleship, a fan page for Formula 1 enthusiasts, and a full-stack collaborative project by utilizing API integration, HTML, CSS/Bootstrap, JavaScript, Mongo/Mongoose, Express, Node.js, and Semantic UI expertise. Gained hands-on experience in developing full-stack web applications, leveraging diverse programming languages, frameworks, and tools.

**Key Achievements/Contributions:**

- Secured hackathon award for outstanding engineering capabilities.
- Launched Formula 1 fan message board featuring real-time chat functionality and API-driven content to enhance engagement among racing fans.

Intuit, Mountain View, CA  
UX Research Lab Coordinator

2019 – 2020

Managed the scheduling of research labs in alignment with company policies and guidelines. Reviewed and enhanced research processes for increased efficiency. Documented all procedures and resolutions for improved operational performance. Cultivated professional relationships with vendors and onsite teams to ensure minimal downtime in research labs.

**Key Achievements/Contributions:**

- Steered management and maintenance of UX research labs across multiple locations.
- Revamped end-to-end processes for optimal business functionality that improved research operations and output.

Apple Inc., Cupertino, CA  
Genius, Business Expert, Mac+ Tier 2

2014 – 2019

Identified and resolved issues related to hardware, software, operating systems, and compatibility for optimal functionality. Diagnosed hardware problems by performing repairs or replacements swiftly. Delivered exceptional service, consistently meeting or surpassing all quality and performance benchmarks.

**Key Achievements/Contributions:**

- Elevated to mentor role within the Apple Care organization.
- Enhance system performance by installing, configuring, and repairing hardware, software, and operating systems for business customers.
- Conducted training sessions for internal and external users on troubleshooting recurring issues to increase overall system efficiency and user satisfaction.

## Education & Credentials

Software Engineering, General Assembly (2020)

Apple Certified Mac Technician, Apple Inc. (2018)

Apple Certified iOS Technician, Apple Inc. (2018)

Apple Service Fundamentals, Apple Inc. (2018)