

Robert Bloxham

Web Developer/Support Engineer

Tulsa, OK • (209) 596 - 0021
robert@robertbloxham.com • [Portfolio](#)
[GitHub](#) • [LinkedIn](#)

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

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

Technical Proficiencies

Platforms: Databases including SQL, PostgreSQL, NoSQL databases such as MongoDB and Sanity

Tools: Git/GitHub, Bootstrap, Materialize, Semantic UI, Tailwind CSS

Languages: HTML, CSS, JavaScript, Express, Mongoose, Node.js, React.js, TypeScript

Career Experience

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

2021 – 2024

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:

- Successfully orchestrated the implementation of intricate products, showcasing adeptness in **troubleshooting, solution-seeking, & integration** across diverse domains like configuration data & API, employing API integration tools.
- Designed intricate mapping solutions for customer data, enabling seamless integration with the HireVue system, resulting in **significantly improved data accuracy** & a streamlined data integration process by leveraging expertise in data visualization tools & API integration
- Facilitated seamless cross-functional collaboration between **customer support & professional services teams** for efficient troubleshooting
- Utilized tools like Grafana, SQL, Postman, JSON, & Microsoft Excel to efficiently analyze & resolve a range of customer issues, leading to **streamlined problem-solving processes & increased solution accuracy**

Engineering Fellow | General Assembly, Remote Software Engineering Immersive

2020-2021

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:

- Received hackathon award for exceptional engineering capabilities, earning recognition for **technical expertise** amidst challenging time constraints

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:

- Managed & optimized UX research lab operations across multiple locations, utilizing **UX lab management software**, collaboration tools for research, & asset tracking systems to streamline processes effectively
- Optimized end-to-end processes to maximize business functionality, resulting in enhanced research operations & **increased 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:

- Took on a mentorship role within the Apple Care organization, guiding new team members to **enhance team performance metrics**
- Boosted system performance through the installation, configuration, & repair of hardware, software, & operating systems for customers & small businesses using diagnostic software tools & leveraging **strong troubleshooting skills**
- Led training sessions for internal & external users to troubleshoot recurring issues, resulting in **enhanced system efficiency** & increased user satisfaction levels

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)