

Robert Allen

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View my resume online <https://superintuitive.github.io/Resume/>

Summary

A self-taught, self-starting programmer, I wrote my first program in C over twenty-five years ago. Over the past ten years I have been focusing on all things Microsoft Dynamics. I am comfortable working as an individual contributor or as part of a team. My particular emphases are on writing code in C#, X++, and Javascript, writing CRM plugins, and building amazing front end interfaces that help drive compliance. I have bridged the gap between several tools and Dynamics including LivePerson, Marketo, and Zillow. I can take direction and run with it. I keep a robust code journal that I use often in my projects. I'm a firm believer in not reinventing the wheel as well as being efficient.

In my spare time I enjoy working on my personal project [SuperIntuitive](#). SI is a LAMP stack website building tool that offers users a simple, easy to use, drag and drop/point and click interface to build websites. It is written in php and javascript. The goal was to share a more inclusive CMS so that everyone can use it, coders and non-coders alike. I'm very happy with the result. Its free (GPLv2) on my [Github page](#).

Experience

AX DEVELOPER AT 'TORAY' ADVANCED COMPOSITES

April 2019 - Current Develop Microsoft Dynamics AX

- Customize AX using X++:
- Write X++ code to build modules that support the manufacturing process.
- Debug existing code to fix issues.
- Configure AX:
- Create and develop new project that enable advanced tracing of the manufacturing process.
- Troubleshoot server and database related issues to keep software running in 24/7 environment.

CRM DEVELOPER AT ABAXIS, INC

July 2014 - April 2019 Develop Microsoft Dynamics CRM

- Create / Update C# plugins using C# and XRM SDK.
- Maintain / Update CRM Form JavaScript to meet users' needs
- Administer and service 300 users.
- Own all aspects of complete rewrite of CRM 2011 to CRM 2016 Upgrade.
- Completed upgrade of CRM16 to CRM365.
- Contract system to allow program designers to easily create contract programs that allow 1-N commitment/incentives contract templates allowing instant ROI over time. This requires C# and JavaScript. It also is reverse compatible for all previous existing contracts.
- Programs BI Tools:
- Wrote and maintain C# program to automate Placement Report.
- Wrote program to automate invoice to CRM business flow.
- EDI2CRM program to automate distributor data to our CRM saved 1M subcontract cost, and process a quarter billion in annual sales.
- Machine Maintenance program tracks 20 different production machine issues for medical products.

CRM DEVELOPER IC3 AT MICROSOFT SKYPE

October 2012 - October 2013

- Completed Salesforce to CRM2011 migration. Developed plugins and scripts for migrating 5 million in sales from SF to CRM. Programmed several tools in C# using Rest interfaces.
- Wrote applications that parse, compare, and sum data.

- Established User acceptance criteria for migration from SalesForce.com to Dynamics CRM.
- Completed Certification in Dynamics CRM Administrator / Developer.
- Trained Skype inbound sales team on the use of Dynamics CRM.
- Provided tier-1 support on technical issues.
- eTrigue (Marketing Automation system) Weekly, Monthly Reporting.
- Monitored system availability and lead flow mechanisms and worked with vendors on root cause analysis.
- C# projects for Skype:
- Write CRM plugins for the sales process (Accounts, Leads, Opportunities).
- Write plugin to process encrypted sales data from Lux HQ into won opportunities.
- Statistical analysis of customer purchase data.
- Automate flow from LivePerson skype.com chat to CRM lead.
- Lync BI processor to match Lync leads to Office cube data.
- Automated a weekly task to import and validate Skype BI data (4-hour/wk productivity gain).
- HTML/JavaScript/JQuery projects:
- CRM Account, Lead, Opportunity front end scripts.
- Develop, update and maintain an accurate knowledge base for reps.

SOFTWARE ENGINEER AT VOICENT

October 2011 - October 2012

- QA and Integration development
- Customer software installations
- Customized IVR phone menu development
- Software testing and Quality assurance
- Tool development using HTML, JavaScript, VXML and Java

FIRST PARTY QUALITY ASSURANCE AT SONY COMPUTER ENTERTAINMENT AMERICA

March 2008 - June 2009

- Leading bug writer for Resistance 2 game
- Managed TRC requirements (compliance)
- Created escalation process to handle potential in-game legal issues
- Creation of theme-based keywords to assist in bug sorting and monitoring
- Managed all issues and bug reporting using TechExcel tracking software

Personal

- Developer and Lead Programmer on [SuperIntuitive Web Content Management System](#). The homepage is hosted on AWS via Ubuntu Server.
- Microsoft ActionPack Partner 2015-Current
- My Server: built a dual xenon chip 32 core 128GB HyperV Core server with 4x4tb @ raid10 for a dev machine for my personal use. I've deployed SQL Server, CRM365, SharePoint, TFS to it as well as many other services. I use it to practice development tasks and build some apps for my own use.
- I'm also a game engine hobbyist. I have a project game engine that I recently ported from C++ and OpenGL to C# and OpenTK. I work on it a few hours per week.