**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 as a team. My particular emphasizes 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](http://superintuitive.org/). 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](https://github.com/SuperIntuitive/).

**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 tear-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 ent 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](https://github.com/SuperIntuitive/SuperIntuitive). 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.