ROBERT G. WILLIAMS

1306 Ridgehaven Drive
Austin, TX 78723
615.613.5448
ashandrik@gmail.com
http://www.linkedin.com/in/robertgeraldwilliams

SKILLS

- Microsoft C# .NET
- HTML/CSS
- JavaScript/JQuery
- LINQ

- Sitecore CMS
- Bootstrap Responsive Framework
- MVC
- SVN/Hg/Git

CERTIFICATIONS

- Sitecore Website .Net Developer Certification
- Sitecore CMS 6.5 Advanced .NET Developer Certification
- CompTIA A+ certified
- Harvard Business School: Stepping up to Management

PROFESSIONAL EXPERIENCE

ATX HACKERSPACE, Austin, TX   **2015-CURRENT**
Director of Education

- Created curriculum for classes on tool use, crafting techniques, technology, and business.
- Managed approximately half a dozen independent contractor teachers and instructors.
- Expanded class offerings leading to a 100% increase in class revenue.

MCCOMBS SCHOOL OF BUSINESS, UNIVERSITY OF TEXAS, Austin, TX   **2011-CURRENT**
Lead Sitecore Web Developer

Began position as a contract employee through Austin Recruitment Consultants Ltd.

- Developed an alumni giving site to help boost the percentage of alumni who donate to the university. In the first month of this site's existence, we have seen a 50% increase in donations.
- Integrated responsive redesigns for various school major programs into the Sitecore CMS.
- Upgraded our Sitecore instance from version 6.4 to 6.6.
- Started migrating pieces of our site to the MVC framework.
- Created widgets to help users with very limited HTML knowledge build professional looking websites by entering their data into fields in a clean, understandable user interface.
- Modified existing code to provide users with a more intuitive and robust experience.
- Fixed a large amount of inefficient, exception-prone code.
- Implemented and maintained our issue tracking and code repository systems.
- Trained student workers and full time developers in C#, Sitecore CMS, and agile development methodology.
- Created Sitecore Page Editor controls to give users a more intuitive experience while editing their content.

RENEWDATA, Austin, TX   2010-2011
eDiscovery Specialist

- Handled client data with speed and accuracy to meet deadlines on a regular basis.
- Developed C# .Net 4.0 application to populate case statistics to a SQL database, ensuring accurate tracking of all data handled by eDiscovery department.
- Reduced manual eDII file processing time by 98% by developing conversion software.
- Developed C# .Net 4.0 application to split multiple-choice records into chunks, allowing the department to properly migrate a large dataset into our Relativity hosting platform.
- Assisted in developing standardized processes for the eDiscovery department.

DELOITTE, Hermitage, TN   2008-2010
Level 2 Helpdesk Analyst / Level 2 Operations Specialist

- Assisted with a C# ASP.NET 3.5 application that allowed a set of users to manage a limited pool of eDiscovery system resources.
- Used LINQ to SQL to provide database connectivity to a SQL server 2005 database.
- Designed the specifications and mockups for the custom Work Request Tracking Software that the department uses to track issues, calls, and client requests.
- Supervised the development and deployment of the above mentioned ticketing software.
- Tested new patches and changes to infrastructure and software platforms our eDiscovery hosting relied upon.
- Provided excellent customer service to internal employees and external customers with any and all IT related needs.

ROBERT HALF INC. – CONTRACTED TO COMMUNITY HEALTH SYSTEMS, Franklin, TN   2008
Helpdesk Analyst

- Assisted Community Health Systems with merger of several hospitals.
- Directed hospital IT staff through advanced issues with networks, systems, and software.

BROOKSOURCE – CONTRACTED TO PINNACLE FINANCIAL PARTNERS, Murfreesboro, TN   2008
Helpdesk Analyst

- Assisted Pinnacle Financial Partners through an acquisition of Bank of the South and Prime Trust Bank.
- Provided support for banking software, productivity software, Windows, and hardware.
- Corrected underestimations in datacenter cooling needs, saving approx. $60,000.

DELL INC., Nashville, TN   2006-2007
Level 2 Technician/Coach

- Coached and trained technicians in customer service, tool usage, and troubleshooting.
- Partnered with team managers to ensure their teams met or exceeded goals.
- De-escalated customers who have received service below their expectations.

Phone Technician

Began position as a contract employee through Spherion Technologies.

- Maintained consistently high metrics.
- Handled incoming warranty support calls with a focus on quality customer service.

HONORS

Dell - Team Player of the Quarter, 1st Quarter 2007
Deloitte – Applause Award: awarded for the design of Deloitte's Work Request Tracking System