

**URIAH ROBINSON
110 MAPLE AVE
MONTCLAIR NJ, 07042
Phone: 973.787.6121**

Please accept this letter of application for employment with your organization. I have enclosed an updated resume of my experience and educational background for your perusal.

As my resume indicates, my diversified experience in management, IT analysis, Saas Support and Development, Project Development, SQL and communication application has allowed me to achieve continuous growth in skills and responsibilities. I believe that I would be a positive contributor to your organization. I have experience in Active Directory, Multiple Ticketing Systems, Excel, Word, Office, Powerpoint, Outlook, and Sharepoint. I have used CRM, Google Applications, Telecommunications, and Databases. I have experience in SAP Products, Data Entry, and Software (DevOps, .NET, Oracle, Active Directory, Salesforce, JIRA, CRM, Teams), training (SAP, SME, Executive Level, Reporting), and documentation (FAQ, Internal Documentation, External Documentation, Feedback and Quality) since 2014. I have years of industry knowledge and HTML & CSS, and SQL certification. Please review my application and GitHub for my award, credentials, and projects. I am certain that a personal interview would be more productive, and I am looking forward to hearing from your organization regarding this matter.

Sincerely,

Uriah Robinson

110 MAPLE AVE. • MONTCLAIR, NJ 07042
• MOBILE 973-787-6121
E-MAIL URIAHROB1@GMAIL.COM OR URIAH.ROBINSON@MVC.NJ.GOV

URIAH ROBINSON

EDUCATION	
	<div> 09/13—05/16 Rutgers University New Brunswick, NJ </div> <div> <i>Student—Communication Major: School Of Arts and Sciences and School of Communication and Information</i> <i>Dean’s List Student</i> Courses in Mediated Communication, Conflict Resolution, Persuasive Communication, Group Communication. Courses on focused on oration, professional presentation, critical thinking, communicative interpretation, constructive communication methods, teamwork management and cohesion, and productive socialization styles. Course work in Microsoft word, power point, and excel. </div> <div> 09/11-05/13 Essex County College West Caldwell, NJ </div> <div> <i>Student – Biology/Pre-Med</i> Courses in Spanish, Mathematics, Sociology and English, History, Art. Biology/Pre-Med Major. Dean’s List for High Academic Achievement each semester of enrollment. </div> <div> 09/07—06/11 Montclair High School Montclair, NJ </div> <div> <i>Graduated Student – AP and High Honor Student</i> Senior Year Courses in AP English, AP Spanish, Pre-calculus Honors, Macro and Micro Economics High Honors, and Physics. Was involved in extracurricular activities; was Vice President of the Montclair High School edition of National Organization of Women Club. </div>
WORK EXPERIENCE	
	<div> New Jersey Motor Vehicle Commission TOC Trenton, NJ </div> <div> 02/24–Current Business Analyst 1 Duties which included as T2, troubleshooting Agency Helpline and CDLIS/SPEX Business Unit with COMP error messages for transfer, commercial, and basic drivers. Supporting a queue for NMVTIS cases analyzing and reporting fraudulent titles to AAMVA and State Police/Investigators. Testing in COMP for the EEE project of 2024 in which I received the Governor’s Team of Excellence Award within the Business Relationship Manage unit at MVC IT. Additional duties in handling the onboarding of Salesforce as a business tool to replace Footprints. Tasks include testing, beta testing, environment monitoring, supporting business unit production issues, developing APEX and SOQL, which are very similar to HTML and SQL. Business tools used are VS Code, Visio, DevOps for project tracking and management, reporting on projects, their developments, and iterations, consulting and mitigate potential security risks, documenting feedback and executed solutions. </div>

	<p>Topcon Healthcare 03/22—04/23 Document Control Specialist Duties which included co-author and co-contributor: modernizing the orientation, diction, syntax, quality review for form number, title, Work Instructions Quality Management System standardization, manager of approval process and Quality Assurance/Quality Management System internal and company facing portals, Topcon Medical System / Topcon Healthcare System, Corrective Action Preventive Action consultant, complaint assistance by proxy, maintenance of Topcon Healthcare Training Matrix, its accompanying transcripts, coordination and facilitation of Topcon Healthcare University Standard Operation Procedures and Work Instruction (user guide walkthroughs) deployments. Managed and handles over 110 records (Standard Operation Procedures, Work Instructions, Engineering documents, such as ImageNet6 a million-dollar SaSS sold as a suite with the optical medical devices), service content (SLAs, manuals, policies), data keeping tools (forms, calendars, organization charts) for the company YTD. 11 Reports as of US Q2 / JPN Q1. 14 Bi-weekly Corrective Action Preventive Action reports to summarize the twice month progress, averaging 2 reports a month. Topcon Medical Systems complaint backlog, having hosted the excel sheet online and helped facilitated in over 130 complaints closed since Dec2022. Coordinated and facilitated 55 Work Instructions deployments via Topcon Healthcare University since July 2022. Processed 31 Topcon Healthcare University record and learning transcripts since July 2022.</p>	Oakland, NJ
	<p>Veritext Inc. 09/21—12/21 Tech Services Level 2 Duties which include managing tickets via Front tool, taking live calls from attorney's, paralegals, legal assistants, and legal staffing using 8x8 tool. Reporting to weekly team meetings using the Zoom tool. Preparing tickets for escalation to Development. Troubleshooting legal tools like live protected servers, user access, file migration and deletion, discovering real time workarounds, and simple tasks like password resets.</p>	Livingston, NJ
	<p>Rest and Relax Cleaning Technical Specialist 08/2020—08/2021 Duties which include managing the invoicing and billing, managing the office technology such as systems, wireless connectivity, hardware, and software troubleshooting. Managing business relations content.</p>	Montclair, NJ
	<p>Square Inc. 3/2020—6/31/2020 Product Support Specialist T3 Duties which included serving as the client facing directly responsible team member supporting and training for the Risk Manager tool. Utilizing the ticketing system Salesforce; managing and handling escalated cases, taking escalations from Salesforce, Slack, Google Sheets, and Emails. Participated in weekly strategic planning and mapping for organization. Conducted client calls and interview for tool, Risk Manager. Reported and recorded merchant data in Google tools such as Sheets, Docs, Drive, and Slides.</p>	St Louis, MO
	<p>Bullhorn Inc. 12/2018—12/2019 Technical Support Analyst</p>	Clayton, MO

	Duties which include utilizing the ticketing system. Troubleshooting the Time Management Console. Utilizing web-based programs such as JIRA, CRM, Salesforce. Utilizing Microsoft programs such as: Word and Excel. Utilizing Google Applications such as Sheets, Forms, Docs, Slides, and Gmail. Taking high volume calls. Troubleshooting web-based browsers.
ACTIVITIES AND ACHIEVEMENTS	
	<p><i>06/10</i> Denison University Denison, OH</p> <p><i>Writer's Workshop</i>—The Jonathan R. Reynolds Workshop For Young Writers</p> <p><i>05/11</i> Montclair, NJ</p> <p><i>Club Member</i>—WILPF: The Women's International For Peace and Freedom</p> <p><i>11/11</i> Montclair, NJ</p> <p><i>Club Member</i>—INH: Interfaith Hospitality League</p> <p><i>04/13</i></p> <p><i>Phi Theta Kappa Member</i>—Essex County Branch Newark, NJ</p> <p><i>05/25</i></p> <p><i>Governor's Team of Excellence Award</i> Trenton, NJ</p> <p><i>07/21</i></p> <p><i>Awards, Certificates, and Codes on GitHub Portfolio</i> Montclair, NJ</p> <p>https://github.com/earth-angel-2000/topfiles</p>
REFERENCES	
	<i>Furnished Upon Request</i>