Robert Keith Holler

✉ keithholler13@gmail.com   📞 (443)-600-8599

in linkedin.com/in/robert-keith-holler   🔗 https://keithholler.github.io/

Summary

FULL STACK DEVELOPER
https://keithholler.github.io/

Ambitious, entry-level full stack developer certified in HTML , CSS , and JavaScript languages. As well, certified in design thinking, usability, and UI patterns. A visionary of the future, looking for the next best way to forward the company, the coworkers, and the customers. Demonstrated ability to effectively mentor and train colleagues. Core competencies include:

Web / App development | Reporting / Report Development | Data Management and Analysis
Systems Super User | System Setup | Warehouse Management Systems
Project Management | QA Tester | Risk Management | Change Management
Electronic Data Interchange | Order Management System | Inventory Systems

TECHNICAL SKILLS

HTML , CSS , JavaScript , React , Bootstrap , MongoDB , SASS , Git , SQL , VBA , Excel , MS Access , LUA , C++ , Java , SQL Developer , ODBC , XML , ClearQuest , JIRA , Projectplace , WMS , EDI , ERP, Agile , CMD ,
PuTTY , JSON , Toad

Experience

Information Technology Business Analyst

XPO Logistics, Inc.

Mar 2020 - Present (8 months +)
Supply-Chain Implementation Analyst for North America.
• Solved EDI transaction issues with newly implemented mapping of system data for multiple clients.
• Investigated and corrected Inventory deviations from multiple IT platforms.
• Created BI reports using analysis from system data and communication from the client's needs.
• Developed and mapped multiple labels so correct information is displayed on the labels. Producing correct information for labels.

System Analyst

IKEA

Mar 2016 - Dec 2019 (3 years 10 months)
System super user for order flow systems for North America.
• Successfully administered the startup of 8 distribution centers through system setup, system testing, and end user training with on time startups.
• Integrated FedEx FSMS into Centiro and IKEA system landscape for 8 Customer Distribution Centers for smooth parcel order flow.
• Implemented new inventory system CWIS into system landscape by testing data flows with the WMS, ERP, FedEx, and Centiro systems for 14 distribution centers.

• Provided 14 Distribution Centers with quick solutions for system issues within the ERP, WMS, FedEx, and Centiro systems keeping track of issues using ClearQuest and Jira.
• Prevented a potential loss of over $14 million in shipping by using Excel, SQL, VBA, and MS Access to analyze data for 14 distribution centers.
• Saved $1 million a year and reduced the number of suppliers and boxes required by creating an Excel tool with Macros and data mining the results.
• Reduced time needed for data analysis of the parcel range by 80%. By creating a parcel program that calculated the range of sellable goods that should be parceled using Excel, ODBC, and MS Access.

Email Correspondent
IKEA

Sep 2014 - Mar 2016 (1 year 7 months)
Managed Customer Relations issues for e-commerce and 50 stores in the United States.
• Promptly solved customer issues in collaboration with the AfterSales Team. Consistently met or exceeded production, quality and customer service expectations.
• Used new help desk technology ININ to answer external customer's daily needs.
• Communicated and coordinated with over 200 colleagues in Sales, After Sales, Customer Relations, and Escalations to provide customers with the best knowledge possible.
• Researched, developed and implemented new technologies annually to support customer requirements for growing customer support center
• Reduced response time of the 25 members of the email correspondent team by 50% by implementing an Excel and Macro Program to analyze customer question and provide correct response.
• Educated and consistently mentored 25 members of the customer support team on the efficient use of the response program.

Out-Flow Logistics
IKEA

Apr 2012 - Sep 2014 (2 years 6 months)
Responsible for filling customer orders in the warehouse and delivering to the customer.
• Provided over 100 orders for customers daily totaling $100,000+ by Receiving order requirements and picking the required amount.
• Managed accurate inventory and space capacity of a store with over $1 million + inventory.
• Produced 10 % savings in loss prevention of goods by using best practices for accuracy.
• Controlled incoming and outgoing customer truck deliveries twice a day for 5 trucks using ISELL.
• Audited incidents of damages during delivery.

Backroom Logistics
Target

Sep 2007 - Sep 2014 (7 years 1 month)
Inventory management stock control responsibilities.
• Collected and dispersed inventory from the backroom to the retail floor in a highly proficient and fast way, producing positive sales daily.
• Saved 30% in overstocked goods by analyzing stock and sales amounts. Collected and returned overstock goods to suppliers.
• Checked 25% of warehouse daily for inaccurate inventory using multiple reports.

• Controlled incoming and outgoing for 10+ trucks daily replenishing inventory and disposing of chemicals in accordance with OSHA regulations.

Education

Nucamp Coding Bootcamp

Full Stack Web and Mobile App Developer, Computer Science

2020 - 2020

o HTML , CSS , JavaScript

o Front-End Web UI Framework, Bootstrap

o Front End JavaScript Library, React

o Multi-platform Mobile App Development with React Native

o Server-side Development with NodeJS, Express and MongoDB

Community College of Baltimore County

Associate of Science (A.S.), Computer Science
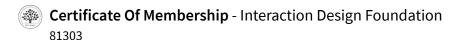
o Java

o C++

o Calculus 1 , Calculus 2

o Discrete Math

The Interaction Design Foundation

UX Design

2020 - Present

Actively Taking UX Design Courses.

Licenses & Certifications

Certificate Of Membership - Interaction Design Foundation

81303

HTML, CSS, and JavaScript - Nucamp Coding Bootcamp

2590

UI Design Patterns for Successful Software - The Interaction Design Foundation

81303-2020-417985

The Practical Guide to Usability - The Interaction Design Foundation

81303-2020-419150

Design Thinking: The Beginner's Guide - The Interaction Design Foundation

81303-2020-417980

Front-End Web Development: Bootstrap - Nucamp Coding Bootcamp

2958

Front-End JavaScript Library, React - Nucamp Coding Bootcamp
3572

Skills

SQL • HTML • JavaScript • Inventory Management • Customer Satisfaction • Troubleshooting • Inventory
Control • Operations Management • Merchandising • Food Safety