**ROBERT KEITH HOLLER**

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• https://keithholler.github.io

**FULL STACK DEVELOPER**

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 , 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

**CERTIFICATIONS**

HTML , CSS , JavaScript (Nucamp Coding Bootcamp)

Design Thinking: The Beginner’s Guide (Interaction Design Foundation)

The Practical Guide to Usability (Interaction Design Foundation)

UI Design Patterns for Successful Software (Interaction Design Foundation)

**PROFESSIONAL EXPERIENCE**

XPO Logistics, High Point, NC 2020 – Present

*Global Logistics Company*

**IT Business Analyst** (2020 – Present)

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.

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IKEA, Philadelphia, PA 2012 – 2019

*Global manufacturing and distribution of furniture and home furnishings.*

**System Analyst** (2016 – 2019)

System super user fororder 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** (2014 – 2016)

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** (2012 – 2014)

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.

**EDUCATION**

* Full Stack Web and Mobile Development

Nucamp Coding Bootcamp 2020 – Present

* + HTML , CSS , JavaScript
  + Front-End Web UI Framework, Bootstrap
  + Front End JavaScript Library, React
  + Multi-platform Mobile App Development with React Native
  + Server-side Development with NodeJS, Express and MongoDB
* A.S. Computer Science

The Community College of Baltimore County 2012 – 2015