# Robert Bissell

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## Web Developer | Network Services Manager

Dedicated and motivated Front-End Web Developer with solid experience delivering robust web applications and data-driven web reports to internal clients in the telecommunications industry. Uses personal experience combined with UX research to guide design of the UI, in order to deliver a more desirable product to the customer. Demonstrated success as a Network Services Manager directing union, field technicians in the implementation and set up of equipment and systems.

## Core Technical Competencies

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|---|---|
| **Front-End** | HTML5, CSS 3/Sass, React, JavaScript ES6/ES7, jQuery, Bootstrap, Popper, some exposure to Angular and Ember |
| **Back-End** | JSON APIs, Axios, Fetch, basic PHP and Python |
| **Databases** | SQL using MSSQL/MySQL |
| **Additional Technologies** | Git, Node.js, Yarn, Grunt, Gulp, Webpack |
| **Platforms/Programs** | Linux, Unix Shells, Photoshop, Dreamweaver |

## Areas of Expertise

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|---|---|---|
| Front-End Applications | UI Design | UX Research |
| Network Implementations | Analytics and Reporting | Staff Leadership |

## Experience

**AT&T**, Houston, TX                                                **2015 - Present**
**Web Developer -** IEFS SW VP Staff (2017 – Present)
Create web applications, including internal reports and analytical tools to support the Southwestern field employees.

- Developed projects using personal field experience combined with feedback from current field managers including metrics and tools to deliver insights | trends to improve operational efficiencies.
- Managed data using MSSQL and created JSON data APIs, integrating into React applications resulting in improved website load times for field managers on LTE signal.
- Utilized a mobile-first development approach, along with Bootstrap, to deliver a consistent and user-friendly experience across phones, tablets, and all devices used by field managers.

**AT&T Cont.**
**Manager Network Services** - IEFS Field Operations (2015 – 2017)
Managed 15 premise technicians responsible for the installation and repair of Copper | Fiber Internet, IPTV, and DirecTV products, resulting in approximately $1.4M of business annually.

- Accountable for onboarding new technicians, maintaining time sheets, materials, tools, and customer equipment.
- Trained, coached and mentored employees, in a union environment, ensuring standards and guidelines were met.
- Handled administrative functions relative to the premise technician, including scheduling and customer follow up, to deliver seamless results and customer service metrics.
- Ensured safety guidelines were met by conducting both on-site safety audits and post quality job inspections.
- Participated in the National leadership development program and was one of 15 persons hired directly into a field manager position.

## Education

**Bachelor of Business Administration – Business Management** - Baylor University
Waco, TX - 2014

## Training and Development

Intro to Programming Nanodegree – Udacity, 2017
Front-End Web Developer Nanodegree – Udacity, 2018