

# Robert “Rocky” Salerno

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Portfolio: [rrsalerno21.github.io](https://rrsalerno21.github.io) LinkedIn: [linkedin.com/in/rockysalerno](https://linkedin.com/in/rockysalerno) GitHub: [github.com/rrsalerno21](https://github.com/rrsalerno21)

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## SUMMARY OF QUALIFICATIONS

Technical and collaborative full stack developer with two years of experience working in fast paced SaaS environments. Currently enrolled in UC San Diego’s Coding Program and a leading contributor amongst the cohort. Seeking to further improve technical skills as a future full stack developer..

## TECHNOLOGIES

- HTML5
- CSS3
- JavaScript
- jQuery
- Bootstrap
- React (*In Progress*)
- Node
- Express
- Bookshelf (*In Progress*)
- MongoDB (*In Progress*)
- MySQL
- Command Line
- Git

## EXPERIENCE

### **Strategic Account Manager/Customer Success Manager**

**October 2019 – March 2020**

#### **Raken Inc., Carlsbad, CA**

- Operated as Product/Development/Customer Success team liaison to develop sales tools and SOP’s
- Wrote and executed manual front-end quality assurance tests for bugs in production and development
- Functioned as team lead and onboarding trainer during transitional period between managers
- Managed approximately 400 accounts, ensuring customer satisfaction and retention
- Responsible for expanding a book of accounts and facilitating their growth
- Consistently hit expected expansion sales quotas and activity targets

### **Associate Website Production Specialist**

**July 2018 – September 2019**

#### **AppFolio Inc., Goleta, CA**

- Utilized web development (HTML, CSS, Javascript) and web design skills to create over 100 websites
- Coordinated project timelines and relationships with business owners
- Ran manual QA tests on websites to ensure bug free performance
- Recorded customer feedback to always be improving the product
- Communicated project management objectives and timelines across the team and other departments
- Contributed to the successful transition and rollout of a new internal website platform

## EDUCATION

### **University of California, Santa Barbara**

Bachelor of Arts in Mathematics and Minor in Science and Mathematics Education

Graduated June 11, 2016

### **University of California, San Diego Extension - Coding Program, Part Time**

Currently enrolled, expected graduation in September 2020

*To see all of my previous work experience, please visit my LinkedIn at [www.linkedin.com/in/rockysalerno](https://www.linkedin.com/in/rockysalerno)*