

Robert “Rocky” Salerno

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OBJECTIVE

Obtain a career where I can contribute to company culture and grow in my technology and interpersonal skills.

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

HTML5, CSS3, JavaScript, Java, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, Bookshelf.js, MongoDB, MySQL, Command Line, Git

Currently enrolled, expected graduation in September 2020

EXPERIENCE

Strategic Account Manager/Customer Success Manager

October 2019 – March 2020

Raken Inc., Carlsbad, CA

- Functioned as team lead and onboarding trainer during transitional period between managers
- Managed approximately 400 accounts, ensuring customer satisfaction and retention
- Responsible for expanding my book of accounts and facilitating their growth
- Consistently hit expected expansion sales quotas and activity targets
- 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

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
- 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
- Ran manual QA tests on websites to ensure bug free performance

Admissions Counselor, High School Services

January 2017 – July 2018

University of California, Santa Barbara

- Provided thorough campus information and admissions guidance to thousands of prospective students
- Scheduled nearly 100 high school campus visits within 45 business days and meet strict deadlines
- Ensured quality student interactions and problem solve admissions criteria via phone, email, and live chat
- Collaborated amongst the Freshman Outreach Team and various campus departments to reach target goals
- Submitted state level reports to record data and analyze effective outreach efforts

To see all of my previous work experience, please visit my LinkedIn at www.linkedin.com/in/rockysalerno