

ROBERT SMITH

Sr. Chief Technical Officer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Bring a true heart of service as well as the experience of having increased organizational productivity, reducing staff turnover and discovering cost-saving solutions to operational problems. Also get an executive who has cutting edge technology concepts and insight with an entrepreneurial spirit, strong business acumen and record of success in delivering solutions to operations, cost management and risk reduction issues.

CORE COMPETENCIES

Project Management, Loyalty Engagement, Microsoft, Data Analytics/ BI, Call Center Management, Marketing Automation, Marketing Strategy.

PROFESSIONAL EXPERIENCE

Sr. Chief Technical Officer

All Digital Rewards, LLC - October 2013 – 2020

Key Deliverables:

- Responsible for complete overhaul of technology Responsible for moving company to the forefront of incentives and loyalty technology.
- Presented new offering to clients through micro services and API Solutions Packages.
- Initiated and launched Prepaid Visa Cards and Virtual Accounts as a Program Manager for Visa.
- Expanded SaaS offerings and rewards platform to an all inclusive Digital platform with international reach and capabilities.
- Worked hand in hand with clients on customer facing programs to find and make constant improvements to the Customer Experience.
- Designed Programs for clients based on economic behavioral patterns of their customers while continuously monitoring variations in purchase patterns and actions of end users.
- Developed and evolved the consumer-facing, multi-channel road map for desktop, mobile and mobile web applications.

Chief Technical Officer

Delta Corporation - 2009 – 2013

Key Deliverables:

- Incubated Wishzilla.com, including front-end and back-end development (HTML, CSS, AJAX, JavaScript, Obj-C, MySQL, Apache, Linux).
- Designed and deployed numerous cloud applications and websites focusing on web-based, in situ management.
- Developed a web-based, AJAX CRM system interfacing in real time with Microsoft Dynamics GP / MS SQL Incubated MagicEdit.com, a simple, innovative, .
- Specialized Probe manufacturing, Micro Fabrication of platform for HARNP for NaugaNeedles, CTC detector design, manufacturing and testing.

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- Creatureweb was an online company specializing in web hosting and development.
- We eventually moved into game and voice server hosting and that is where I did the bulk of my work.
- Maintained the server loads per game and voice server as well as managed customer accounts, billing & sales.

EDUCATION

- Ph.D. In Electrical Engineering - 2004(University Of Louisville - Louisville, KY)