

Robert Horrocks

Software Developer / Engineer | Solutions that Sell | Web | C#/.NET | Database | ERP | CRM | Social Media

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Experience

Sales Representative at Bearing and Drive Systems

January 2014 - Present

- Utilize and grow existing open source CRM tools (SugarCRM)
- Serve on ERP selection, migration & implementation team (Thoroughbred/Solution IV)
- Wireframed and developed a new ecommerce website
- Proposed a database query program (MS Access/SQL) to multiply inventory listings available for sale
- Communicate sales opportunities to customers via social media, web forum, LinkedIn, and blog tools
- Sales and marketing leader of industrial bearing, custom machining, repair and production capabilities
- Implement aggressive, hunting programs for key prospects and key industry targets, open new accounts

Software Engineer Apprentice at We Can Code IT

June 2016 - Present

- Develop web applications utilizing .NET MVC, C#, object oriented programming, Visual Studio and Azure
- Design and implement database solutions via SQL Server Management Studio 2014
- Responsive design web development with HTML5, CSS3, Bootstrap, jQuery, and JavaScript
- Project management, Agile and Scrum development, team and pair programming, version control via GitHub

Web Developer (Self-Employed) at MobiCleveland

June 2013 - June 2016

- Grow HTML5, CSS skills through coding a variety of static websites for business and non-profit organizations (Wix, WordPress, Blogger, Adobe DreamWeaver)
- Front end development/coding utilizing JavaScript
- C#/.Net development, deployment via AWS, Bitnami

Account Support Representative at Xerox

August 2010 - June 2013

- Administered new users, trained users, and started, managed, and completed production projects via Xerox Job Ticket, a task ticketing SaaS web application
- Learned and utilized graphic design tools including Xerox FreeFlow, Adobe Acrobat, MS Publisher, MS Word, Adobe Illustrator, InDesign and Photoshop for pre-press/print production requirements
- Hardware, software and networking level 1 service, setup, operation and troubleshooting for printers and Xerox software solutions, escalating tickets for required local IT and technical service support

Account Executive at New Horizons Computer Learning Center

July 2009 - August 2010

- Developed knowledge of Microsoft, Cisco and CompTia certifications to market training solutions
- Expanded skill set on MS Word, Excel, Access, PowerPoint, OneNote, Outlook and Publisher
- Grew knowledge set of Windows, Exchange, SharePoint, SQL servers, and developer tools including PowerShell, Visual Studio and Azure to communicate benefits of training solutions
- Passed A+ Essentials (2009) 220-701 exam- hardware, operating systems, networking and security
- Grew sales and allowed IT professionals to grow using customized training solutions

Outside Sales Representative at BDI

April 2005 - March 2009

BDI is a wholesaler that specializes in industrial components, equipment and services. I was responsible for a sales territory located in the Dayton/Springfield and Eastern Indiana market. I was the leading sales person in the Dayton market for the last two calendar years I was with BDI and grew territory sales continuously during my tenure.

Operations Manager at Kaman Industrial Technologies

September 1999 - March 2005

Kaman is a commodity supplier of replacement components for industrial machinery and equipment. My responsibilities included directing the customer service group, managing the branch inventory and budget control. During my time there, I was able to increase inventory turns from 6 to 21 by focusing on sales growth, correctly controlling on hand inventories and improving the customer service experience.

Skills & Expertise

Software Development

Web Applications

Sales

Customer Service

C#

ASP.NET MVC

SQL

HTML 5

CSS3

JavaScript

jQuery

Leadership

Management

New Business Development

Sales Process

Sales Operations

Account Management

Sales Management

Marketing

Microsoft Office

Operations Management

Time Management

Budgets

Training

Business Development

Key Account Management

Microsoft Word

Manufacturing

Customer Service Management

Print Management

Help Desk Support

Technical Services

Digital Printing

Corporate Training

Negotiation

Adobe

Bearings

Education

We Can Code IT

Certificate of Software Engineering (Pending), Software Development, 2016 - 2016

Free Code Camp

Full Stack Development Certification (Pending), Computer Software Engineering, 2016 - 2017

University of Dayton

Bachelor's degree, General Studies- Communications focus; Minor, Business Administration, 2006 - 2007

Edison State Community College

Associate's degree, 1997 - 1999

Interests

New technologies, continuous learning, community service and activism, Cleveland Browns, Indians and

Cavaliers, travel

Languages

English	(Native or bilingual proficiency)	
C#	(Professional proficiency)	working
ASP.NET	(Professional proficiency)	working
HTML	(Professional proficiency)	working
CSS	(Professional proficiency)	working
JavaScript	(Professional proficiency)	working
French	(Elementary proficiency)	
jQuery	(Professional proficiency)	working
SQL	(Professional proficiency)	working

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8 people have recommended Robert

"Robert Horrocks is a highly organized, goal oriented, independent and hard-working coworker. He excels in our fast-paced work environment, while maintaining high standards of customer service. All of this, combined with a great sense of humor, make Robert a fantastic person to work with!"

— **Crystal Spires**, worked directly with Robert at Bearing and Drive Systems

"As a "floater" Xerox Client Associate, Robert supports many of our top Services clients. Robert interfaces with both internal and external clients every day and makes it a priority to meet and exceed client expectations. Whether it is a fleet/decentralized office requirement or one in the production arena, Robert is knowledgeable and capable of addressing the needs and working on mission critical efforts daily. We are delighted to have Robert supporting our #1 clients in Northeast Ohio- he is truly an asset to our team!"

— **Ann-Marie Potemski**, managed Robert indirectly at Xerox

"Robert is an excellent worker with exceptional skills."

— **Marilyn Stephens**, was Robert's client

"I have known Robert for several years as part of Toastmasters International. His commitment towards leadership and self-improvement is outstanding, and he took it upon himself to join Toastmasters to enhance his presentation abilities. In many of his well-developed speeches, I learned of his passion and dedication to his family and community projects. Robert could always be counted on as a dependable member of our club who made many valuable contributions and uplifted those around him."

— **Bonnie Bazill-Davis**, was with another company when working with Robert at New Horizons Computer Learning Center

"Robert is a dedicated employee that puts in the extra effort to satisfy the customer. He is very organized and plans for success!"

— **Brian Fields**, was with another company when working with Robert at New Horizons Computer Learning Center

"Robert is a very client-centered Senior Account Executive. He is very talented at identifying customer needs and translating that into solutions that make sense. He produces results for his clients and they are very loyal.

I'm honored to work with Robert."

— **Doug Theil**, was with another company when working with Robert at New Horizons Computer Learning Center

"Robert is a true sales professional and has adopted the BDI sales process. His success is evident of his commitment to customer service and going the extra mile. His ability to prepare and stay organized adds to the efficiency of his customers and their operations."

— **William Shepard**, worked with Robert at BDI

"Robert is a detailed Manager looking out for the profitability of his customers as well as his own company.

Robert always completed any question or order in a timely manner."

— **Mark Schmidt**, was Robert's client

[Contact Robert on LinkedIn](#)