
ROBERT ANDERSON

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CAREER SUMMARY

Senior software developer with experience implementing software innovations to mission-critical, enterprise-wide applications ensuring that only the most robust software products and applications were deployed.

SOFTWARE & TECHNICAL SKILLS

| | | |
|--------------------|-----------------|---------------|
| Software Developer | Crystal Reports | VBA |
| Report Developer | FrontPage | .NET |
| Web Design | HTML | SQL |
| Desktop Support | Dream Weaver | Data Analysis |

PROFESSIONAL QUALIFICATIONS

Software Developer ♦ ABC Company ♦ San Diego, CA ♦ 2000 – Present

Software Development

Served as unit software developer, coordinating development of mission-critical applications prior to company-wide roll out, employing .NET framework on Microsoft XP. Developed test plans that incorporated QA standards to ensure that the highest quality software products and applications were placed into production.

Technical Innovation

Researched and implemented technical innovations that increased productivity and improved business management systems while maintaining system integrity.

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Report Development

Developed, tested, and implemented management reports, report templates, and SQL queries using Crystal Reports and Brio Query for enhancements to enterprise applications.

Technical Requirement Specification

Specified and detailed business and technical requirements for critical enhancements to financial tracking system to ensure accuracy and functionality.

Proactive Communication

Worked collaboratively and communicated proactively with Information Technology (IT) units and business groups with diverse communication styles throughout project lifecycles.

Site Coordinator ♦ XYZ Company ♦ San Diego, CA ♦ 1995 - 2000

Service Manager

Served as customer service manager for Western California, supporting end-users in resolving software and hardware problems. Audited statewide WAN to verify customer service profiles and fielded “trouble calls” to ensure services were functioning properly and customer satisfaction.

Application Maintenance & Software Installation

Performed database and application maintenance and enhancements for over 500,000 end-users. Installed and configured software according to customer’s business and technical requirements.

EDUCATION & TECHNICAL TRAINING

Information Technology Institute ♦ San Diego, CA ♦ 2001 to 2002

Bachelor of Science ♦ Computer Science ♦ University of Southern California ♦
San Diego, CA