

Ari L. Robbins

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Summary

ERP Systems Analyst leveraging over five years experience in technical sales and recruiting within HR and Wireless Telecom industries. Ability to customize and configure CRM Applications (MS Dynamics CRM) to suit client-specific requirements. Strong troubleshooting and problem solving skills. Keen ability to analyze data, determine trends, and interpret results. Track record of taking leadership roles in driving key metrics and improving processes, creating more positive and efficient work environments.

Technical Skills

Tools/Applications/Operating Systems with proficiency or familiarity:

| | | | |
|------------------------------|----------------|-------------------------|------------------|
| MS Dynamics CRM 2011 | JavaScript | Mozilla Firefox, Chrome | Salesforce.com |
| MS Office Suite 2010 | Windows Vista | MS Internet Explorer | e-volution |
| SQL Server Management Studio | Windows 7 | MS Outlook/Exchange | Staffenabler.net |
| T-SQL | MS Server 2008 | Excel (Intermediate) | StaffASAP! |

Education/Certifications

Dekalb Technical College

Clarkston, GA

Associate of Science, Computer Information Systems

GPA 3.92 – Degree Conferred 6/2011

Rollins College

Winter Park, FL

Bachelor of Arts, Psychology

GPA 3.87 – Degree Conferred 8/2005

Alpha Sigma Lambda National Honor Society

Work Experience

Impellam Group North America Systems Analyst, ERP

Atlanta, GA
3/2012 to present

- Primary Administrator of Microsoft Dynamics CRM 2011 (On Premise - IFD).
- Customize and configure application to meet company needs utilizing workflows, views, queues, and JavaScript.
- Gather requirements from business users and implement changes.
- Technical member of a small team that implemented the Dynamics CRM platform over the course of ten months. Project involved standing up CRM, a front office module called "1Staff", and migrating data from all prior ERP systems.
 - Worked with vendors and UK infrastructure team to stand up production, test, and development CRM, SQL, and SharePoint servers.
- Provide third level of support for Microsoft Dynamics CRM 2011 for a user base of 400+.
- Transitioned first and second level support to corporate helpdesk.
 - Trained helpdesk technicians on troubleshooting various CRM related issues.
- Upgraded CRM 2011 from UR11 to UR 14.
- Install, configure and maintain email router for CRM 2011.
- Use SQL to perform queries more complex than advanced find can handle.

Spartan Technologies

Systems Analyst – Guidant Group (Impellam, NA)

- Responsible for \$5-\$7 M in weekly invoicing for Guidant's largest client. Uses SSMS to execute stored procedure which pulls upwards of 5,000 rows of data for processing and advanced formulas in Excel to validate or invalidate potential duplicate transactions.
- Uses SQL and Excel to create and deliver weekly reports related to client invoicing data feed and invoicing errors.
- Second level application support for Staffenabler.net™ and e-volution™ for a user community of 5,000+ users.
 - Analyze, research, and resolve user reported issues. Escalate irreparable issues to development team.
 - Work with development team to determine cause of bugs.
 - Work with development team to test resolutions as well as new software releases.
 - Create, delete, suspend, and reset user accounts.
- Salesforce.com administrator; Create, delete, suspend, and reset user accounts. Setup Role Hierarchy and Permission levels. Work with management teams to develop page layouts. Import and export data.

Troubleshoot user access and other issues.

- Install, configure, maintain, and troubleshoot desktop, laptop and peripheral devices for local office of 50+ users. Recommend, order, configure, and deploy laptops for remote users. Manage asset inventory.

Boxercraft
Intern – Information Technology

Atlanta, GA
11/2011 to 3/2012

- Install, configure, maintain, and troubleshoot desktop computers and peripheral devices for an office and warehouse with upwards of 100 employees.
- Install and configure various applications based on users' specific needs as well as common applications such as MS Office and Outlook.
- Install local printers and map users to network printers where necessary. Diagnose and repair malfunctioning printers and network printer connections.
- Format and reinstall Windows XP on old computers. Log computers in inventory for later use.
- Created mailing list with over 80,000 records by importing data from multiple sources and inputting it into Excel. Used multiple formulas and filters to eliminate duplicates. Used MS Word to document progress.

Verizon Wireless
Sales Consultant

Snellville, GA
7/2010 to 3/2012

- Technically savvy with multiple Smartphone and tablet operating systems (Android, iOS, BlackBerry) to include above average ability troubleshooting problematic devices. Strong ability to utilize the web to research issues not logged in InfoManager.
- Qualify consumer and business clients to determine appropriate solutions for their wireless needs.
- Develop relationships with customers and provide ongoing technical and account-level support.
- Above average activations and contract renewals on the district level with an average of 19 new and 54 renewals per month, year to date.
- Consistently leading the region in Smartphone Mix, Accessory Take Rate, Business Sales and churn year to date with 65.94%, 2.65, 8.95% and .77% respectively.

AllStaff Technical Solutions
Technical Recruiter

Atlanta, GA
2/2007 to 7/2010

- Expert level knowledge of StaffASAP!, a proprietary, web-based HRIS application for tracking and management of applicants, management contacts, job orders, storage of employment related documentation, e-mail templates, and knowledge base.
- Created, distributed, and constantly updated complex Excel spreadsheet for commission tracking which was later utilized by recruiters to determine and estimate commission checks based on varying scenarios.
- Initiated and implemented new company policies and procedures, where previously lacking, to improve business processes. Utilizing existing documentation and database, drafted, submitted and received approval for a centralized document containing various benefits packages based on employees' contracts with AllStaff. Coordinated this effort with the HR department and upper management.
- Generated upwards of \$350,000 in company revenue after 1st year of employment and more than \$1.7 Million in 2008. Revenue for 2009 exceeded \$1.9 Million.