

Robert Pitter

Nassau, New Providence, Bahamas
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EXPERIENCE

Customer Experience Specialist (Reporting) – Cable Bahamas September 2023 – Current

- Conduct Market Research on competitors and industry trends
- Develop Reports to track KPIs on business performance
- Liaise with different departments to determine how to enhance customer experience and tackle problems
- Make recommendations to improve business performance
- Refine existing reports to streamline or automate into Tableau dashboards.

Application Support Representative – CrimsonLogic February 2019 – September 2023

- Automation testing
- L1 & L2 technical support
- Integration testing
- Organized & Conducted training activities for application usage.
- Facilitated communication with key stakeholders.
- Analyzed stakeholder expectations to formulate requirements.
- Performed activities to ensure completion of project milestones.

Web Developer – ABC Shipping Services September 2021 – October 2021

- Developed Website
- Utilized responsive design principles to ensure display is consistent with various screen sizes.
- Facilitated transition from design & development to Go Live

PROJECTS

AnimeDict – <https://github.com/Rap12k/AnimeDict> August 2018

- React-Native mobile application to find information about Anime and Manga
- Utilizes the Jikan RESTful API for requesting information

Invoice-Me June 2018 - August 2018

- Ruby on rails web application to create and manage invoices.
- Utilizes user registration and login for authentication.

EDUCATION

University of the Bahamas: **Completion: May 2024**
Bachelor of Business Administration: Computer Information Systems: Networking

Relevant Courses: Fundamentals of Operating Systems, Database Fundamentals, Programming I, Business Data Communications, Web Publishing, Local Area Network 1, Local Area Network II, Web Server Management, Network Administration, Systems Analysis and Design, Database Programming and Management, Computer Information Security

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Lucaya International School:

Graduated: May 2015

International Baccalaureate Diploma: Higher Level Chemistry, Higher Level English A Literature, Higher Level Spanish B, Standard Level Mathematics, Standard Level Physics and Standard Level Geography

International General Certificate of Secondary Education: Chemistry, English Language, English Literature, Geography, Information Communication and Technology, Mathematics, Physics, Spanish, Spoken Spanish

SKILLS

Languages: Python, Ruby, C#, JavaScript, JAVA

Tools/Technologies: HTML, CSS, SASS, Bootstrap, Jekyll, Git, SQL, PostgreSQL, Ruby on Rails, React Native, React, XML, Postman, Node.js, Wireshark, Linux, Windows, PowerShell

Foreign Language: Spanish (Intermediate)

WORK EXPERIENCE

Intern - Bahamas Telecommunications Company – Freeport, Grand Bahama **2017**

- Prepared a daily report for changes in inventory.
- Troubleshooted mobile devices of customers
- Sold cellphone devices and related accessories to customers.
- Assisted customers with inquiries of offered services.

Intern - Parliamentary Registration Department – Freeport, Grand Bahama **2016**

- Assisted customers with inquiries of registration process.
- Prepared voter's cards for final processing

Intern - Grand Bahama Island Tourism Board – Freeport, Grand Bahama **2015**

- Greeted tourists in a courteous and timely manner at tour locations.
- Informed tourists of places of special interest in Grand Bahama
- Designed social media posts that increased visitor engagement.
- Generated daily reports based on evaluation of tours offered throughout the island.

Intern - Bahamas Telecommunications Company – Freeport, Grand Bahama **2013**

- Responsible for distribution of fuel to work vehicles.
- Prepared daily records for changes in inventory
- Created a Database to store fuel records then converted it into an Excel file for data analysis.