

Robin Smith-Gilbert csm, CSPO

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Hands-on technical leader with broad experience in multiple verticals including cloud, voice, finance, and retail. Delivers comprehensive solutions addressing customer needs, business growth, inefficiencies, and pain points. Extensive experience partnering with global cross-functional teams delivering quality products. Strenuous advocate of user centric designs, coding standards, design/code/security reviews, test driven development, and continuous integration as part of an agile development process.

Technical knowledge spans, but is not limited to:

- Agile / SCRUM
- Test Driven Development
- Continuous Dev
- Continuous Integration
- Continuous Release
- AI / Machine Learning
- PCI / SOC 2
- Amazon Web Services (AWS)
- Alexa Skills Kit
- JavaScript (et. al.)
- Relational Databases
- NoSQL Databases
- Queue Services
- Voice Applications
- HTML5 / CSS3
- Java, C++
- Ruby on Rails
- Django / Python
- Elixir, Go, PHP, Perl
- RESTful APIs
- CHEF

Work Experience

S & G Consulting, San Francisco Bay Area, CA

1989 - Present

Technical consulting focused on assisting clients in identifying and resolving pain points within their organizations, processes, and products.

Mineral™, Pleasanton, CA

2018 - Present

An integrated suite of HR knowledge, compliance tools and training solutions supported by live HR experts.

Director, Digital Operations

- Provide internal reporting pulled from product and third-party sources.
- Architect integration solutions for our partners and vendors
- Manage integration team responsible for sharing platform data with cloud services and our data warehouse.

Digital Integration Engineer

- Lead integration projects between our Partners and our Platform. Instructing partners in our platform's best practices and providing requirements to our engineering teams for any specialized solutions/needs which may be required.
- Created and manage company-wide centralized data warehouse and reporting solution delivering key metrics and insights to department heads, executive leadership, and the board of directors.
- Completed failed platform integration project with Salesforce. Allows Revenue organization to manage direct sales opportunities and drive customer adoption of the platform.

Sales Engineer

- Work with Product and Engineering teams to improve platform and related support documentation.
- Curate repository of developer samples, postman collections and documentation.
- Onboard new clients and provide technical support for platform integrations.

Diablo Valley College, San Ramon, CA

2021 - Present

Two-year community college in the Contra Costa Community College District.

CIS Adjunct Faculty

Hewlett-Packard Enterprise, Palo Alto, CA**2014 - 2016**

Multi-tenant cloud platform providing an agile and cost-effective way to scale infrastructure to meet business requirements.

Software Engineering Manager II

- Grew five teams in four countries producing best of breed components for billing, inventory/resource management, identity authentication, reporting, customer data onboarding, and systems integration.
- Led parent organization in the adoption of an Agile development lifecycle resulting in an accelerated production release schedule from quarterly to monthly.
- Oversaw and updated Security Review and SDLC processes resulting in compliance certifications for Payment Card Industry (PCI) and Service Organization Control (SOC) 2.
- Restructured team for productivity gain of 450% through mentoring, hiring and team reorganization.

iSoftStone, Inc., Kirkland, WA**2011 - 2014**

Provider of integrated suites of IT services and solutions including Consulting & Solutions, IT Services and Business Process Outsourcing (BPO) services.

Integration Architect

- Led a global team of developers providing voice applications for Fortune 500 companies.
- Owned the technical success of all projects including architecture, requirements and deliverables resulting in on-time delivery and 100% customer satisfaction.
- Defined onboarding/training requirements for team members reducing productivity ramp time 40%.
- Conducted design/code reviews, and development coaching resulting in improved quality and reduced delivery time.

Pivot Systems, Inc., San Jose, CA**2009 - 2011**

Global software solutions and product development company dedicated to providing expert software development services and solutions for small, large and mid-size companies.

Director of Professional Services

Led a global team of developers providing voice applications to two distinct application platforms.

Tellme, a Microsoft Subsidiary, Mountain View, CA**2004 - 2009**

Voice application service platform and mobile innovator focused on voice recognition with the goal for users to "say what you want and get it".

Development Manager

2008 - 2009

Led the front-end development team for the company's new platform management portal.

Professional Services Manager

2007 - 2008

Led a team of integration architects and subject matter experts (SMEs) providing all technical expertise required for client and partner engagements.

Development Manager

2006 - 2007

Led the company's business intelligence team which processed all data related to operation, administration, maintenance, provisioning, analytics and billing.

Sr. Software Developer/Integration Architect

2004 - 2006

Provided professional services to Enterprise clients and produced development tools for maintaining customer applications and assets.

Education

Bachelor of Science in Computer Engineering - University of California, La Jolla and Santa Cruz

Associate Degrees - Los Medanos Community College, Antioch, CA

AS Welding**AA American Sign Language****AS Business - Accounting****AS Business - Small Business Operations**