Bob Gruen

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Senior Full-Stack Software Engineer with a relentless drive to solve problems and craft innovative, scalable solutions that propel business growth and often exceed expectations.

Technical Skills

HTML, PHP, JavaScript, CSS, jQuery, Highcharts, Responsive/Flex layouts, Python, AJAX, MySQL, Oracle, SQLite, Java / Android, Google PubSub, Google Maps, Perl, JSON, XML, C, C++, UNIX Shell Scripts, TensorFlow, TensorBoard, Stable Baselines3, stable diffusion, LLMs, neural networks, genetic algorithms

Professional Experience

Cold Jet   Jan 2008 – Jan 2024

Web Application Development Manager *(Jun 2022 – Jan 2024)*
- Conceived, designed and engineered the commercial IoT platform, "CONNECT Analytics", on my own time. This secure, revenue-generating platform saves almost $1 million annually in licensing and other fees and also provides actionable insights to customers and employees.

Web Application Architect *(Aug 2015 – Jun 2022)*
- Conceptualized, designed and developed responsive, web-based reports using data from CSV and JSON based data feeds sent from the CRM and ERP. Key reports include: 30 Day Sales Prediction, Campaign ROI Dashboard, Sales Dashboards and the Lead Dashboard.
- Replaced paper forms by creating an Android app for Service Technicians to record preventative maintenance inspections. This provided significant insights for Customer Service, Engineering and IT.

Senior Web Application Developer *(Jan 2008 – Aug 2015)*
- Managed coldjet.com and also created mycoldjet.com, a secure intranet for employees and customers.
- Developed "Search by Distance", and integrated Google Maps with the CRM (SalesLogix).
- Redesigned sales proposals in 10 languages. Enhanced visual appeal and user experience, while demonstrating my ability to blend design with strategy, and ultimately, win more sales.

Convergys   Mar 2003 – Jan 2008

Specialist, Web Developer *(Sep 2005 – Jan 2008)*
- Architected the Global Training Infrastructure. Created all new electronic tools to replace paper for all courses. System provided online scheduling, registration, deliveries, evaluations, and reporting. Used by 100+ instructors, to provide more than 10,000+ training deliveries annually.
- Developed BI (custom reports) including Executive Scorecards and Employee Utilization.

Senior Associate, Web Developer *(Mar 2003 – Sep 2005)*
- Designed and implemented Convergys Alert, a PHP application that enabled senior executives to quantitatively monitor and analyze crucial product issues in real-time, leading to an enhanced understanding of SLA compliance and improved strategic decision-making.
- Developed a successful PHP application for enterprise resource management.
- Bolstered Convergys' defenses and mitigated security risks by resolving 17 security vulnerabilities and creating coding standards and best practices as part of the PHP Security Standards Committee.

Computer Horizons   Aug 2002 – Mar 2003

Consultant, Web Developer
- Developed mini-sites using HTML, PHP and Oracle for Convergys clients such as Verizon and OnStar.

PlusSize.com   *Mar 2001 – May 2002*
Lead Web Developer / CIO

- Increased monthly sales from ~$6K to over ~$24K.
- Grew the registered user base from 10,000 users to more than 100,000 users.
- Increased traffic from 500 unique visitors per day to over 7,000 unique visitors per day.

Structural Dynamics Research Corporation (SDRC)   *Dec 1992 – Dec 2000*
Software Developer *(Nov 1997 – Dec 2000)*

- Implemented new C programs and UNIX Shell Scripts to process SDRC's Smart View documentation. This new system reduced the documentation processing time from over 3 days to under 12 hours, a significant efficiency gain that allowed more time for testing.

Production Tools Developer *(Feb 1997 – Nov 1997)*

- Achieved a 35% cost reduction in localizing the Metaphase PDM UI by developing dictionaries for text reuse; this strategic approach not only cut expenses but also enhanced the efficiency and scalability of localization processes for future releases.

Professional Achievement Awards

August 2021 – Won a quarterly award for the Cold Jet value of **Personal Effectiveness**. Awarded for work supporting the commercial launch of the IoT platform, "CONNECT Analytics".

April 2021 – Won a quarterly award for the Cold Jet value of **Innovation**. Awarded for work designing and developing the "Fleet Management" module in "Cold Jet CONNECT Analytics".

October 2020 – Won a quarterly award for the Cold Jet value of **Innovation**. Awarded for significant product enhancements to Cold Jet's "CONNECT Analytics" platform.

November 2019 – Won a quarterly award for the Cold Jet value of **Innovation**. Awarded for designing and developing Cold Jet's IoT platform, "CONNECT Analytics".

August 2016 – Won a quarterly award for the Cold Jet value of **Innovation**. Awarded for design and development of the Pipeline Dashboard. This report provided important new insights into our sales pipeline.

March 2015 – Won a quarterly award for the Cold Jet value of **Customer Satisfaction** because of my never-ending desire to better serve customers.

March 2014 – Won Cold Jet's **Innovation** award for creating an Engineering Change Request system.

August 2005 – Received the Web Marketing Association's 2005 Web Award for **Outstanding Achievement in Website Development**.

August 2004 – Received the **Spotlighting Employee Excellence** award from Convergys for developing a web-based, resource management application.

March 1999 – Received the 1998 SDRC **Innovation** Award for developing a new, HTML based, Online Help Library for SDRC's I-DEAS product.

June 1997 – Received an SDRC Achievement Award for **Process Improvement**.

Education

Associates Degree of Applied Business
Major: Computer Information Systems Programming
Cincinnati Technical College