

# DAVID ROBINSON

Results-driven digital operations & IT security professional, Edtech enthusiast and account manager with a proven track record of diagnosing and resolving complex tech and financial issues for user and client satisfaction in education and startups. Enthusiastic team player with strong interpersonal skills.



@daveyatx@gmail.com    www.linkedin.com/in/davidarob    www.davidrobinson.tech

## EXPERIENCE

### DIGITAL OPERATIONS SPECIALIST

- Wendworks    01/2024 - Present    Remote
- Organization Development
- Oversee customer portal administration, CRM & database (**Hubspot**), and **Learning Management System (SuiteDash)**.
  - Support business development by enhancing SuiteDash landing page using **HTML and CSS**.
  - Solved SMTP issue and implemented **new marketing campaign for 10000+ prospects** using drip emails in a new context.
  - Improve website with **Squarespace** adding featured events with dynamic content.

### IT SECURITY SPECIALIST & DEVOPS MANAGER

- Acrisure    08/2022 - 10/2023    Austin, TX
- AI-driven fintech company
- Identified \$30k in cost savings** through optimization, support, budgeting 30+ SaaS accounts +\$1M annual spend
  - Ensured **secure cloud resource access** through design and implementation of group permissions across 20+ groups and 10+ projects in Google Cloud environment
  - Trained 60+ new hires** in collaboration with HR and **cut \$20k in costs** on computer provisioning by enhancing onboarding/offboarding procedures
  - Improved security posture** by setting up and monitoring 60+ employees via security monitoring suite including Wiz.io, Rapid7 and SentinelOne
  - Integrated security into a **fleet of 60+ MacBooks** with automated patches, software updates, and security monitoring using Jamf Mobile Device Management

### IT DIRECTOR & DIGITAL DESIGN STEAM TEACHER

- Austin Waldorf School    07/2021 - 08/2022    Austin, TX
- K-12 Private Waldorf School
- Managed \$30k budget** and cut costs on new computer procurement as leader of K-12 Waldorf Tech Committee and member of Admin Operations committee
  - Negotiated new & emerging edtech contracts up of \$10k**, such as Adobe Creative Cloud and Microsoft 365 for education
  - Improved teacher retention of edtech tools by 50%** with Canvas LMS video and in person training to 30+ faculty and 70+ students based on teacher and student feedback/data
  - Created and taught first Computer Science/STEM 3D club at school with 20+ students and integrated 3D design/printing and robotics into the high school STEM program

### HEAD OF DEPARTMENT & DESIGN TEACHER

- Tashkent International School    07/2019 - 07/2021    Tashkent, Uzbekistan
- K-12 Private International Baccalaureate School
- Promoted to head of Design department** in first year due to curriculum, communication and leadership skills
  - Endorsed as tech leader for 90+ faculty** training/support in Managebac LMS being identified as a quick tech learner
  - Led campus wide hybrid learning and edtech initiative, training faculty and students in Google Classroom, Zoom, Loom

### HEAD OF DEPARTMENT & DESIGN/ROBOTICS TEACHER

- Murchison Middle School    08/2013 - 07/2019    Austin, TX
- Public International Baccalaureate MYP School
- Coached 14+ competitive "VEX Robotics Competition" teams**, 4 advanced to world championships
  - Promoted to head of Career and Technical Education department** head and mentored team of 7+ teachers, focusing on edtech integration and curriculum development
  - Managed department budget of \$10k** and fundraised \$10k annually for competitive robotics program

## SKILLS

- Account Management
- Edtech LMS Design
- Google Workspace Admin
- Budgeting
- Change Management
- Tech App Retention
- Relationship Building
- Contracts
- Python
- HelpDesk
- Jira/Confluence
- HTML/CSS
- 365
- Terraform
- Cloudflare
- CircleCI

## EDUCATION

- UTeach STEM Certification  
The University of Texas at Austin  
2012 - 2013
- Master's in International Business & Engineering  
Finmeccanica - Rome, Italy  
2009 - 2010
- B.S Mechanical Engineering  
The University of Texas at Austin  
2004 - 2009

## LANGUAGES

- English    Native    ●●●●●
- Italian    Proficient    ●●●●●
- Spanish    Intermediate    ●●●●●
- French    Beginner    ●●●●●

## INTERESTS

