ROBERT RAHM

TECHNOLOGY ● AUTOMATION ● DATA ● OPERATIONS

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PROFESSIONAL SUMMARY

Technology and automation leader with experience spanning enterprise support, data/reporting automation, web/API systems, and manufacturing technology. Progressed from frontline AT&T technical support to Smart Chat management, then into hands-on IT and production automation in manufacturing. Strong at finding broken processes, building practical tools, and connecting technical work to real operational outcomes.

CORE SKILLS

IT Leadership • Workflow Automation • **Next.js / Web Apps** • FastAPI / APIs • **Snowflake / Data** • Advanced Excel • **NGINX / VPS** • Systems Troubleshooting • **Cabinet Vision** • CNC / Laser Programming • **Process Improvement** • Team Leadership

PROFESSIONAL EXPERIENCE

IT Director / Manufacturing Technology & Automation

TFL Door | Current

- Own technology and automation across a cabinet-door manufacturing environment, bridging software, quoting, production data, customer workflows, and shop-floor execution.
- Build and maintain customer-facing and internal systems using modern web/API architecture, including Next.js, FastAPI, VPS/NGINX hosting, integrations, and workflow automation.
- Automate estimating, order intake, production information, material planning, customer communications, and operational reporting to reduce manual re-entry and improve consistency.
- Integrate Cabinet Vision and production workflows; create tools that convert order information into usable manufacturing data.
- Program and operate CNC/laser equipment and work directly with LightBurn, EnRoute, panel saws, edgebanders, and boring machines.
- Use advanced Excel and data analysis to support estimating, material requirements, order tracking, and operational decisions.

Smart Chat Manager / Mi60–Smart Chat / System Ambassador / Technical Support

AT&T

- Promoted through frontline technical support, System Ambassador, Smart Chat/CSD escalation work, and ultimately Smart Chat management.
- Managed a team of approximately 5–6 supporting representatives who were actively handling customer calls and complex service issues.
- Resolved difficult voice, SMS, data, device, application, provisioning, billing, and network-impacting issues; handled escalations with a white-glove approach.
- Identified recurring issues across centers, collected evidence, coordinated with technical and support teams, and distributed solutions to improve one-call resolution.
- Automated management and reporting work by connecting large data models, automating Snowflake downloads, and feeding results into Excel-based reporting workflows.
- Created PowerPoint, PDF, visual, and process aids for representatives; contributed to AutoAssist and Experience Advisor initiatives.
- Performance: 112.2% in Jan. 2023 and 110.5% in Feb. 2023; consistently Top 5 overall CSD and Top 5 for chats taken.

EARLIER LEADERSHIP & BUSINESS EXPERIENCE

Executive Chef / Executive Sous Chef

Multiple Restaurants | 2004–2016

- Managed teams of up to 30, including hiring, scheduling, training, performance management, food/labor cost control, and standardized kitchen workflows.

Founder / Operator — Bitcoin Brokerage

2017–2018

- Built websites, networked mining rigs, and managed cryptocurrency buying, selling, and trading across major exchanges.

Full Counselor / Teacher

Mission Bible Training Center | 2019–2020

- Counseled people facing emotional, psychological, and substance-abuse challenges; taught weekly classes and participated in daily team leadership meetings.