

**To Whom It May Concern:**

It is my pleasure to write a letter of recommendation for **Robert Merrill**

I hired Robert to ramp up a new Technical office in Utah. The key strengths he brought to SOS Technical included his technical savvy, communication skills, and customer service mind-set.

Robert truly cares about the candidates he places and the clients he serves. Over the past few years, it has been my pleasure to watch Robert's consistent dedication to the success of his branch, promotion of technology in Utah, and unselfish mentoring of his associates.

Robert continues to be our technical subject matter expert and his creativity has resulted in new approaches to our business of recruiting and placement services. We are a better company because of Robert and the new branch has gone on to be a resounding success.

Please contact me if I can provide you any other information about Robert, though I assure you I give him my strongest recommendation.

Sincerely,

**Rick Kosti, MBA, SPHR, TSC, CSP,  
Manager, Talent Acquisition at URS Washington Division**

(832) 398-1269  
[rickkosti@gmail.com](mailto:rickkosti@gmail.com)



(Managed Robert directly 5/2005 – 8/2007)

## **Robert A. Merrill**

801-228-0529 [robertmerrill@gmail.com](mailto:robertmerrill@gmail.com)

### **High-touch, collaborative recruiting manager, driven to produce great results.**

**Relevant Skills:** Proven ability to develop and execute business-development plans as well as internal recruitment systems. Able to hire, manage and mentor staff against quota. Effective, well-rounded full-cycle recruiting experience with demonstrated ability to find, attract and close top candidates. Provides consistency amid change. Able to facilitate complex negotiations, business strategy development, while skillfully managing appropriate communications at all levels. Highly collaborative, thrive in environments focused on results. Expert in data-mining, leveraging technical tools, databases (ATS, CRM, SQL, Boolean/complex search) including social media networks to build community and attract passive candidates. Skilled in hiring and managing staff, communications, business-development and sales, marketing, project management, P&L/budget management.

#### **Recruiting Consultant, FamilyLink.com (MerrillRecruiting) (Provo, Utah) 7/2009 – Present**

Hired on-contract to design, develop and implement internal recruiting system and manage vendors.

- Designed and implemented recruitment system including advertising, sourcing, applicant tracking, interviewing, hiring, on-boarding and retention of highly technical professionals throughout the US.
- Provided end-to-end recruiting support for high-end technical professionals.
- Trained managers in interviewing and supporting staff in new processes.
- Contract is still on-going, though current positions have been filled.

#### **Interim Director, Account Management, EnticeLabs (MerrillRecruiting) (Provo, Utah) 4/2009 – 8/2009**

Hired on-contract to design, develop and implement Account Management system.

- Built and improved end-to-end client-management infrastructure and trained staff on processes/procedures.
- Managed account management department including all daily account maintenance and renewals activities.
- Liaised all client needs and expectations with internal publishing, sales and engineering departments.
- Provided one-on-one client training and assisted clients in developing wide publishing strategies.
- Assisted clients such as IBM, Dell, Novell, Omniture, adidas, Reebok, Intermountain Healthcare and others.

#### **Recruiter, Client Services, Sales, Marketing, Omniture (Orem, Utah), 9/2008-4/2009**

Hired to provide end-to-end recruiting support for their domestic US recruiting needs.

- Provided direct recruiting support for more than 30 hiring managers across four separate business lines.
- Responsible to source, screen, interview, recruit and hire top talent in sales, marketing, client services and consulting.
- Coordinated efforts with local and remote recruiting resources, negotiated contracts with external agencies, managed candidate pipeline end-to-end to ensure a high quality candidate experience, filling 23 openings within first 90 days.
- Introduced initiative to drive passive talent attraction program through multimedia, interactive and social tools.

#### **Technical Account Manager I, II, SOS Engineering & Technology (Orem, Utah), 5/2006-8/2008**

Promoted to Account Manager overseeing all sales, recruiting & operations of SOS Technical, Utah County.

- Develop and execute sales, recruiting & business plan, manage recruiting/administrative staff, train new staff.
- Responsible for all inside/outside sales/account development for both Utah County and some national accounts.
- Responsible for all branch operations and P&L. Present at quarterly board-reports.
- Third most-profitable branch company-wide (140+ branches) measured by bottom-line profit (NPFO), June 2007.
- 2007 Net Sales \$1.2M, 36% over quota, sales at 8% net profit margin, 70% increase over 2006.
- Successfully landed several high-level opportunities encompassing multi-location & cross business line collaboration.
- Negotiate & manage complex recruiting services including VMS, sub-vendor, on-site, multi-location operations.
- Manage compliance with all legal requirements between company, clients and governments. Passed all audits.
- Received "Branch Quality Award" for total operational excellence and financial performance, 2006, 2007.
- **Miller-Heiman certified sales professional, 2008.**

#### **Technical Recruiter I, II, SOS Engineering & Technology (Orem, Utah), 4/2005-5/2006**

Hired in 2005 to open a Utah County presence for SOS Engineering & Technology.

- Opened Utah County branch in 2005, reporting directly to Division Manager, SOS Technical, USA.
- Branch realized profitability within three months.

- Handled full-cycle recruiting & account management for Utah County technical clientele.
- Provided cross-division recruiting support for the most-complex technical requirements.
- Trained and mentored new technical recruiters collaborated with corporate training staff.
- Collaborated internally and across corporate vertical organizations to develop, build, retain clients.
- **#1 Technical Recruiter company wide**, measured by gross profit dollars (cash-in), 2006.

### **Recruiter, Trainer, Owner, Herbalife Independent Distributorship (Provo, Utah), 8/2001-4/2005**

- Achieved recognition for being in top 1% of all distributors, worldwide, 2004, 2005.
- Personally recruited and trained independent sales/marketing representatives to work with the company.
- Increased revenue 38% over 2003, achieving 2004 year-end sales of just under \$250K.
- Present live regional trainings (100 to 500+ people) and over-the-phone trainings (up to 10,000+ people).

### **Director, Operations & Sales, NetNut Web Development & Hosting (Provo, Utah), 2/2001-8/2003**

NetNut worked hard to reform itself from an internet "cafe" to a web-consulting business. My role was to develop client relationships, manage projects, and be accountable for deliverables, timelines, and quality.

- Oversaw all operations of company: Contracts, Invoicing, Billing, Sales. Negotiated contracts. Managed vendors.
- Recruited, managed and oversaw team of independent web developers and software engineers.
- Responsible to work with clients and programmers to develop and execute project plans within project scope & cost.

### **HomePortfolio.com (Boston, Mass.), 9/2000-1/2001, Web Developer**

- Worked with product managers, partners, and clients to develop effective & engaging web storefronts.
- Worked with Business Development and Marketing managers to increase clickthru-to-sale ROI percentages, track site visitor metrics, and identify cross-selling opportunities.

### **Genuity (Boston, Mass.), 3/1997-9/2000, Sales Operations: CRM Product Manager.**

As this company grew, I was promoted and moved through several opportunities, all in the realm of supporting and assisting the global workforce through client-server and web-based Sales Force Automation (SFA) and, later, Customer Relationship Management (CRM) tools.

- Responsible for product development of internal sales-force applications and integration with 3<sup>rd</sup>-party applications.
- Supported 15,000 worldwide sales people through various support channels.
- Developed distance-learning applications to distribute knowledge.
- Developed/Delivered stand-up training sessions across US to all regional and district sales fields.
- Responsible for operations and quality of monthly sales forecasting and roll-up to executive management.
- Consulted Executive VP Sales and VP Sales Operations on selection and development of CRM application.
- Coordinated change requests from sales-field, managed change-process and application lifecycle project-plans.

## **Education**

### **Brigham Young University 2001-2004**

As an adult student, juggling college and work was a hard, but valuable challenge. Eventually, necessity determined that I postpone my degree, which I have not yet finished.

- Major: Communications and Marketing
- Minor: Business management and Entrepreneurship
- Electives such as: Organizational Behavior, Information Systems, Accounting, Finance and Computer Science.

## **Community & Personal**

- Communications Committee Member, New Media Specialist, Utah Technology Council, 2007-present.
- Volunteer Scoutmaster, Boy Scouts of America 1998-2000 (Cambridge, MA), 2005-2008 (Provo, UT)
- Passive member of several local user-groups: Dev Utah, CTO Forum, Utah PHP User's Group (uPHPu), Provo Linux User's Group (PLUG), Utah Geek Meetups, Utah Professional Dot Net User's Group (UDNUG), LaunchUP, and more.
- Volunteer Proselytizing Missionary, Church of Jesus Christ of Latter-day Saints, 1994-1996. Trainer, District and Zone Leader, Special Assistant to Mission President in charge of training.
- Quill and Scroll (National Honor Society for High School Journalism) Inductee, 1993.
- Eagle Scout, Boy Scouts of America, 1992.

## **Letters of Recommendation for Robert A. Merrill**

Robert is one of the most dedicated and seasoned professionals I know in his industry. He commands excellence, but does so with a great amount of patience and respect. He has an ability to mentor and manage many types of personalities. He is highly respected as a professional by his employees, peers and competition. He would be an asset to any company and would excel in many different areas.

Top qualities: Great Results, Personable, High Integrity.

**Catherine Howard, Director, Domestic Recruiting, Omniture, was Robert's manager**

Rob is the kind of guy you want to be around and work with! Rob is very passionate and works with great passion. He loves people and the opportunity to interact with all types of good people. Rob is a student of business and continually strives to be one of the strongest minds in his field of expertise. Rob works hard and understands the need to meet company expectations and even more importantly holds himself to an even higher level of success. Rob's optimism for life and business is contagious and will serve him and others well throughout his career.

**Joel Steadman, Regional Vice President, SOS Staffing Services managed Robert**

Rob is a very tenacious individual who really loves what he does. He has the ability to comprehend complex projects and make them appear simple. His intelligence and hardworking, positive attitude make him someone that executives and co workers alike seek out and trust. He has a bright future as his passion is obvious by all who come in contact with him. I highly recommend Rob at whatever challenges he decides to take on. He is a real winner!

**Kathy Dawson, Regional Vice President, SOS Staffing**

I had the privilege to be on Robert's technical team. I was amazed by his savvy strategies and so many technical channels just beaming from his fingertips to create incredible solutions! Looking back at his advice still gives me direction. My advice: Soak in as much Robert Merrill as you can.”

**Ryan Jones, Technical Recruiter, SOS Staffing, worked for Robert**

Robert has performed exceptionally well in providing qualified, talent individuals to fill our temporary staffing needs. He is quick to respond to his customers' needs.

**Steve Mastin, Purchasing Manager, Novell Top qualities: Great Results, Personable, Expert**

I began working on a project where speed to market was key. I contacted Robert to help me find programmers and within hours he had interviews lined up for me. Robert's industry knowledge and reach allowed me to hire the personnel I needed at a price I could afford. I feel like Robert is part of my team and will bend over backwards so that my company is successful.

**Jake Fackrell, Owner, FSBO Leader, was Robert's client**

Robert was approached by my company to recruit technical support agents of a high caliber. He consistently supplied well qualified candidates to our offices and was great in following up on their status. Robert is easy to communicate with and has an extensive knowledge and understanding of hiring needs in a fast paced technical world. Robert continually exceeded our expectations in recruiting candidates not only of proper technical experience but was also above expectations in providing timely assistance under tight deadlines.

**Pamela Hall, Account Manager, Sento Corporation Top qualities: Great Results, Personable, Expert**

Rob is a unique recruiter in that he pursues and values relationships like no one else that I've seen. Rob can frequently be found at networking functions developing relationships with various people - always quick to offer help in a variety of ways. Rob is always professional, positive, and building people. He is the kind of person you want to have on your team.

**Jason Alba, CEO, JibberJobber, LLC**