

Adam Ryan Mouser

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(704) 301-4168

II

Durham, NC

Educational Background

February - August 2017 II The Coding Boot Camp at UNC Chapel-Hill

Certificate program to become a Full Stack Web Developer.

Experience in: HTML, CSS, Javascript, JQuery, Node JS Express, SQL, MongoDB, React JS

Fall 2010 II San Francisco Conservatory of Music, San Francisco, California

Fall 2005 - December 2009 II Appalachian State University, Boone, North Carolina

Degree: Music Education II Licensed in North Carolina: December 2009

Applications

Sweet Momma B's

2017

- Bakery Website designed for user and owner interface
- User interface created using EJS, uses Sequelize for the owner to interact with the products, orders and recommendations interface
- Admin user interface created through React
- Led a team of 4
- www.sweetmommabs.com

Pet Store Inventory Management

2017

- Backend Command line interface that uses SQL and NodeJS
- Customer View presents current inventory levels, allows users to place order
- Manager View allows store manager to view and change inventory, and add stock
- <https://github.com/ARMouser/bamazon>

Game of Thrones Trivia

2017

- Frontend Trivia Game!
- Asks a question, allows the user to test their knowledge on five game of thrones questions
- <https://armouser.github.io/TriviaGame/>

Gif Finder

2017

- Frontend Application that uses Giphy API
- Allows the user to quickly see the top 10 gifs from any show and quickly copy the url
- Includes a preselected list of buttons with the option of adding as many buttons as you want
- Mobile Friendly!
- <https://armouser.github.io/giphyapi/>

Work Experience

Apple

2013 - present

Genius

SouthPark Mall

December 2015 - March 2017

- Use intelligent customer engagement and problem solving to engage with customers in regards to their problems with technology.
- Understand customer journey and drive expectations in peers through in the moment training
- Be responsible for self training following standard documentations from Apple regarding procedures and repair strategy and flow on devices
- Act as director of cultural preservation team, hold small to large breakouts of team members to gather information on how to improve internal customer life and external customer journey.
- Repair computer and phones

Technical Specialist

Streets at SouthPoint

March 2017 - present

SouthPark Mall

May 2013 - December 2015

- Triage customer devices within time expectations, set the device up for repair and set correct expectations about repair journey for customer

Banana Republic

2006-2013

Merchandise Presentation Lead

Hanes Mall, Winston-Salem, NC

August 2011- May 2013

- Maintained and elevated store standards from below target to on target through training as well as creating and executing all maintenance schedules.
- Lead the sales floor and helped the store achieve growth in the sales comp, average transaction comp, sales over traffic comp and influence the first increase in traffic in 3 years.
- Managed shipment, inventory replenishment, mapped new product and executed in season management to crease a compelling shopping environment
- Observed and maintained payroll standards to match and maximize the potential from the traffic presented.