

# Brock Molmen

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## Professional Experience

### Delta Air Lines | Minneapolis MN

#### Brand Manager - Global Ticketing

Jul '17 - Jul '20

- Led a specialized team of 12 that curated business travel needs for Skyteam corporate customers. Had biweekly meetings with team members on their performance, reviews and challenges.
- Implemented and deployed new technology to improve efficiency and accuracy for more than 1000 inquiries/transactions on a monthly basis.
- Developed a series of KPIs to track a team of 50's performance and consistency, resulting in improved productivity, troubleshooting efficiency, and net promoter scores.
- Initiated in-depth analysis of customer needs and improved operational processes with a cross-functional team to streamline workforce allocation and in/external communication, which led to increased customer satisfaction.

#### Specialist – Global Ticketing

Oct '15 - Jul '17

- Took ownership of tasks with a mind of prioritizing escalating issues and resolved them in a timely manner. Documented recurring questions and suggested possible solutions and process alterations.
- Improved personal performance metrics (net promoter, customer satisfaction score, etc.) by 30%, working with multiple departments.
- Helped design international aviation tax and policy training courses/materials. Traveling to other campuses to onboard and teach Delta associates.

#### Customer Engagement Specialist - Sales

Oct '14 - Oct '15

- Worked with customer databases to resolve their needs while maintaining PCI compliance. Leveraged contact time to upsell various services and products.
- Mentored newly hired specialists and offered knowledge and experience. Assisted to de-escalate multiple customer service incidents under pressure.

## Projects

### BrockMolmen.com | Portfolio - JavaScript, React.js, HTML, Sass/CSS

Jun '21

- Server-side rendered single page application, built in a modular format for easy maintenance and future development.
- Responsive design with custom CSS framework created with Sass.
- Utilized Heroku's GitHub pipeline to allow for consistent updates

### Blanchard Almond | CSS Color quiz- JavaScript, HTML, Sass/CSS

Apr '21

- Single Page Application based on the 147 colors you can call by name in CSS.
- Leveraged object-oriented programming used to create each level based on color set.
- Utilized dynamic input validation to give the user feedback on correct, incorrect answers, and update the score.
- Conducted user studies to gain feedback for UI/UX redesign and playability.

### Super Set | Focused game collectors site - React.js, Express, Node.js, PostgreSQL, HTML, Sass/CSS

Dec '20

- SQL database with full CRUD functionality for users, logs, and games collections.
- Filtered API JSON results from GiantBomb gaming API to only display Super Nintendo Games.
- Custom Built UI framework using Sass to allow for on-the-fly styling.

### SoulSip'n | Benefit-focused tea app React.js, Express, Node.js, PostgreSQL, HTML, Bootstrap, React-Spring

Dec '20

- Created SQL database with many-to-many associations of Teas to Health Benefits as well as one-to-many relationships for users and saved teas
- Implemented bcrypt encrypted authentication for users security
- Employed Bootstrap CSS framework, modifying it to create a calm and relaxing UI/UX

### When in Roam | Community-driven travel blog - JavaScript, Node.js, Express, PostgreSQL, HTML, Sass/CSS

Nov '20

- Database set up with one-to-one associations for authors/users and blog entries with full CRUD functionality.
- Blog entries are searchable by Country, Region, City, or specific location.
- Sierra-Library CSS framework elevated with custom CSS elements to complete the UI goal.

## Skills

• JavaScript • React.js • Python • Node.js • Express • Sequelize • PostgreSQL • HTML • CSS • Sass/SCSS • Git/Github • Heroku • Markdown  
• CRM • AWS Cloud Practitioner (in Progress) • Google Docs and Drive • Microsoft Office • Microsoft Teams • Figma • Photoshop • Illustrator  
• InDesign • Premiere

## Education

### General Assembly, Seattle WA | Software Engineering Immersive Program

Dec '20

Full-stack software engineering immersive student in an intensive, twelve-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

### University of Wisconsin - Stout, Menomonie WI | Bachelor of Fine Arts in Multimedia Design | GPA 3.7

May '11

## Volunteer Work

International Community Health Services – Vaccination Clinic Volunteer

Feb '21 – Jun '21

Asian Counseling and Referral Service – Food Bank Volunteer

Jan '21

JustUs Health – Fundraiser and Participant In "Walk to End HIV"

Oct '19