


CHRISTOPHER MASTERS

Web Developer

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 Surprise, Arizona

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 [Github.com/CWMasters](https://github.com/CWMasters)

EDUCATION

Bachelor of Science
Music Technology and Sound Design
University of Herfordshire
2002 – 2005
United Kingdom

Advanced VCE
Advanced VCE Media Studies,
Edexcel Key Skills Minor
Herford Regional College
2002
United Kingdom

TECHNICAL SKILLS

Languages

HTML | CSS | JavaScript

Libraries & Technology

jQuery | JSON | REST | React | Node | Express

Database Languages

MySQL | Sequelize

Production Tools

Terminal | GitHub | VS Code | Slack

CAREER OBJECTIVE

Web developer specializing in front end development, with a proven ability to adapt in both self-starting and collaborative environments while staying focused on achieving high-quality results under strict deadlines.

Knowledgeable in user interface, testing, and debugging processes. Bringing forth expertise in design, installation, testing, and maintenance of web systems. Equipped with a diverse and promising skill set, including customer service and leadership. Proficient in an assortment of technologies, such as JavaScript, HTML, CSS, JQuery, and MySQL. Eager to obtain a challenging position at a company like Revature that will expand my learning and build upon my developer skills.

WORK EXPERIENCE

SUPERVISOR

BEST BUY, GOODYEAR, ARIZONA

APRIL 2019 – CURRENT

- Held several roles within a globally known retail store which including leading operations within several departments in the store.
- Gained extensive knowledge in the job functions of all team members, provided training to team members, and worked closely with customers.
- Guided exceptional customer service by building relationships and providing solutions to customer needs.
- Met business results by achieving revenue, margin, and operational targets.
- Work with store leaders to carry out important processes within the store, including employee interviews, scheduling, store maintenance, and performance management.
- Provided ongoing coaching, training, and motivation to team members and other store personnel as needed to achieve sales goals and highest standards of customer service
- Ensures store is prepared for truck arrivals, accurately records and safely handles merchandise, and processes all product paperwork

ASSISTANT MANAGER

CEX, ENFIELD, UK

MAY 2016 – DECEMBER 2016

- Daily running of and operation of the store
- Regular communication with the franchise owner to discuss opportunities and performance
- Timesheets submitted weekly to payroll for staff
- Delegation of jobs on a day-to-day basis
- Weekly competitor activity reviews to identify opportunities
- Stock movement throughout the company/region in accordance to best sellers and understocks
- Loss prevention maintained daily to cut loss
- Ensured KPI targets achieved weekly

STORE MANAGER
THORNTONS, WORTHING, UK
OCTOBER 2013 – SEPTEMBER 2016

- Monitoring and reviewing store performance on a daily, weekly, and monthly basis Vs LFL equivalents
- Daily store reviews for merchandising and customer service to ensure the highest level of standards to maximize sales and customer satisfaction
- Maintaining health and safety procedures
- Actively monitoring competitor's activity
- Delivering constructive feedback and supervision to employees, including the management team and on a 6-months basis delivering personnel performance reviews and achievements with individual PDR's
- Recruitment, hiring and training of employees to maximize FTE and for seasonal resources
- Submitting payroll for employees in store on a weekly basis

STORE MANAGER
HMV, ORPINGTON, UK
MARCH 2012 – MARCH 2013

Key Achievements:

- KPI Targets regularly achieved weekly and monthly
- Won 3 of 4 company-wide summer initiatives thorough store performance
- Skills of staff progression used in utilizing succession planning, assisted in 3 members of staff progressing to supervisor level in other stores
- Managed a team of 12 in store with a gross annual turnover of £2.4 million

Job Responsibilities:

- Responsible for maintaining the day-to-day operation of the store as well as ensuring the highest levels of customer service being delivered by self and staff
- Implementing and maintaining stock loss
- Implementing and maintaining Health and Safety procedures alongside the Regional Manager, Head Office, and the Loss Prevention team in store
- Utilization of Profit & Loss and company financial data to ensure budgets kept throughout the year and targets and provisions met
- Driving motivation through the team with lead by example and coaching methods whilst ensuring company and own policies and procedures are adhered to
- Recruitment, hiring, and training of employees to maximize FTE and seasonal resources
- Submission of payroll for employees on a weekly basis

ASSISTANT MANAGER

HMV, WORTHING & THURROCK, UK

OCT 2010 – MARCH 2012

- Fulfilled store manager's duties in their absence
- Supported the manager to ensure the store was merchandised correctly to deliver the highest of principals and that staff where fully engaged and on board delivering exceptional customer service
- Created daily and monthly Rota's for the store structure
- Floor walked daily to analyze any jobs or changes required
- Delegated daily jobs to the supervisor's and sales team where applicable
- Processed stock arriving on daily deliveries
- Reviewed and responded to store-to-store and company-wide emails and announcements
- Managed staff with feedback and coaching and led by example

CERTIFICATIONS & COURSES

University of Arizona Full Stack Coding Bootcamp

December 2021 – June 2022

- Obtained web development education using industry-driven full-stack curriculum and providing skills to become proficient in front-end and back-end technologies

REFERENCES

References provided upon request.