DENIS MOLLOY, CSM

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FULL-STACK WEB DEVELOPER

Engagement Driver | Team Management | Process Improvement

Self-starting Web Developer who is an expert at conceptualizing, planning, and applying information to accomplish all goals. Innately cultivates relationships at all internal and external levels. Thrives in environments where "spinning plates" and "wearing multiple hats" are the norm while ensuring technical requirements and product prerequisites are attained. Exceptional ability to manage and communicate effectively in order to convey project requirements and deadlines in a manner that encourages teams to exceed expectations, and create high-quality customer experiences.

TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, SQL, C#
Frameworks/Libraries: Bootstrap, Materialize, jQuery, Moment.js, Node.js, React.js, Express, Handlebars.js
Databases: Firebase, MySQL, MongoDB

EDUCATION

University of North Carolina at Chapel Hill, Chapel Hill, NC   June 2017 - December 2017
The Coding Bootcamp at UNC-Chapel Hill - Full-Stack Web Development
An intensive 24-week long boot camp dedicated to designing and building full-stack web applications. Skills learned included HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handlebars.js, and React.js.

University of St. Thomas, St. Paul, MN   September 1997 - July 2001
B.A. Quantitative Methods and Computer Science

Professional Certification: Certified ScrumMaster (CSM) - ScrumAlliance   March 2017

PROFESSIONAL EXPERIENCE

TOPICS ENTERTAINMENT, Renton, WA   2014 to 2016

Product Manager
Oversaw language-learning product lines; executed all aspects of product development, production, quality assurance, e-commerce sales, and customer service. Interfaced with offshore software developers to ensure product vision, software stability, and delivery deadlines. Collaborated with replication and printing vendors, finding efficiencies while ensuring inventory forecasts met needs of salespeople and business requirements.

- Spearheaded development of retail Instant Immersion language learning product lines which shipped over 50k units in 2015 – 16, accounting for 43% of company's gross revenue.
- Overhauled TOPICS presence on Amazon in 3 months, streamlining active product catalog from nearly 3K titles (including legacy titles) to 894, enriching detail pages for marquee titles, and increasing weekly sales on newer product lines by 235%.
- Trained internal teams on product features/benefits, developed sales and marketing collateral, and acted as subject matter expert on discovery/sales calls.
- Increased First Contact Resolution (FCR) rate on customer service emails by 40% through revised standards and procedures, and product implementations.

MILL CREEK ENTERTAINMENT, Golden Valley, MN | 2012 to 2014

Director, Product Development

Managed development and quality assurance of over 600 physical retail products. Served as point-of-contact for 42 licensors, vendors, and Mill Creek. Strengthened relationships with business stakeholders, garnered assets and approvals from licensing partners on art and video product components.

- Executed product development roadmap for over 605 unique releases across 1455 newly authored DVDs and Blu-rays, ensuring on-time and on-budget delivery of all product components.
- Collaborated with cross-functional teams (product development, sales, marketing, operations, and external vendors) and partner stakeholders, identifying opportunities and efficiencies for continued process improvement and business growth.
- Revitalized and enhanced quality control for all products through timely communication with contractors and vendors, as well as concise reporting, resulting in zero defects.

GAMEMILL ENTERTAINMENT, Edina, MN | 2009 to 2012

Production Manager

Supervised development and quality assurance of 56 studio software titles throughout the software development life cycle.

- Interfaced daily with external developers, delivering 48 titles (56 SKUs) across 6 platforms, and averaging 10 video games released per year.
- Instituted GameMill's Quality Assurance department; recruited, trained, and managed company QA staff and external partners, ensuring retail commitments were met.
- Coordinated, planned, and executed marketing campaigns at events such as Country Music Awards, Academy of Country Music Awards, GameStop and Best Buy manager conferences.

EPICOR SOFTWARE, Golden Valley, MN | 2008 to 2009

Business Development Representative

Prospected and pre-qualified business to business sales leads for territory manager during initial stages of sales process.

- Cultivated relationships with key stakeholders at mid- to large-size businesses across territory spanning 10 states.
- Exceeded weekly pre-qualified lead quotas by understanding prospect needs, evaluation methods and timetables, and following up accordingly.

ACTIVISION PUBLISHING, Eden Prairie, MN | 2006 to 2007

Quality Assurance Project Lead

Managed teams of QA engineers to ensure titles functioned properly, met technical and feature guidelines, and guaranteed release deadlines were met.

- Delivered key product requirements and functionality through ownership of test plans, documented defects, verified data content, performance, playability, and hardware / software compatibility, tracking QA team production through daily and weekly reports.
- Pioneered offices' initial series of target demographic focus group tests; managed all aspects of process, analyzed and quantified results, and presented producers with test summaries, improving quality and playability of company's titles.