

# Dakota Patterson

(740) 891-8474

Dakota.patterson19@yahoo.com

## Summary

My name is Dakota Patterson, and I am looking for entry level opportunities in the tech industry as a developer or business analyst. I graduated with an associate's degree from Ohio State University in 2021 and just completed a 24 week intensive program focused on gaining skills in Full Stack Web Development from Ohio State as well.. My education, combined with my existing professional experience make me a qualified candidate in either endeavor. I love coding, I love problem solving, and I love learning.

## Skills and Certifications

<b>Languages/Development Tools</b>	HTML, CSS, Git, JavaScript, Bootstrap, JQuery, JSON, AJAX, Node, ES6, Object-oriented programming, Express, MySQL, MVC, Sequelize, MongoDB, React, Insomnia, Heroku, Visual Studio Code, Visual Studio, C#
------------------------------------	--

## Professional Experience

Companies Worked For	From – To	Role
Columbus Chess Club	January 2023 – Present	Director of Engagement
Rogue Fitness	April 2023 – January 2024	Customer Support Specialist
Kroger	August 2020 – April 2023	Department Head
Dollar General	December 2019 – August 2020	Team Lead

## Professional Experience Details

<b>Columbus Chess Club 501c3 – Director of Engagement</b>	<b>January 2023 – Present</b>
---	-------------------------------

### Project Description

My time on the board for a registered non-profit has given me valuable business experience, I have learned how to integrate and partner with other organizations, develop projects to drive community engagement, and strategize for grant/funding acquisition.

### Accomplishments

- Organized community events, tournaments, and fundraisers.
- Developing and implementing community outreach strategies to promote public visibility for chess.
- Developing partnerships with organizations such as the Columbus Blue Jackets, City of Old Town East, Royal Oak Initiative, and Columbus Chess Academy.
- Attend club meetings and run day to day operations.

<b>Rogue Fitness - Customer Support Specialist</b>	<b>April 2023 – January 2024</b>
--	----------------------------------

### Project Description

The main goal for my stint at Rogue Fitness was to better document production support to increase the efficiency of onboarding new people as well as paving the way for offshore to take over Production support responsibilities.

### Accomplishments

- Promptly processed orders, forms, applications, requests and complaints.

- Top performer for the entire department in first month of service based on volume of tickets completed in a 24-hour period.
- Dealt directly with customers either by telephone, electronically or face to face.
- Manage customers' accounts and create documentation of all actions taken. Assisted in the transition from one support technology (Cherwell) to a new one (Service Now) and documented all the relevant information needed.

#### **Kroger – Department Head**

**August 2020 – April 2023**

##### **Project Description**

During my time working with Kroger I had to do just about every single job in the entire store from management and leadership duties, all the way down to shelf stocking. This was a great experience as oftentimes on small teams in tech, it is imperative to be comfortable wearing multiple hats and being responsible for many different types of tasks.

##### **Accomplishments**

- Plan and organize inventory process, maintain awareness of inventory/stocking conditions.
- Fostered positive employee relationships through communication, training and development coaching.
- Achieve sales and profit goals, meet and exceed all established quality assurance standards.
- Monitor all functions, duties and activities for the department.
- Delegated daily tasks to team members to optimize group productivity.
- Delivered high-quality customer service through deep commitment to knowledge and performance.  
This was the first project where I was completely remote due to COVID, and I demonstrated the ability to maintain similar velocity in these new conditions.

#### **Dollar General – Team Lead**

**December 2019 – August 2020**

##### **Project Description**

My experience at Dollar General is valuable for many of the same reasons as Kroger mentioned above. I started as an entry level clerk and worked my way all the way up to a Team Lead who was trusted with the responsibility of running the entire store independent of supervision.

##### **Accomplishments**

- Organized and prioritized incoming work orders and optimized team workflows and resources to handle dynamic demands.
- Handled a wide variety of different positions based on team needs.
- Assessed, motivated and empowered team members to work on building customer satisfaction, loyalty, and to support retention and growth.
- Counted inventory, resolved discrepancies and completed paperwork to keep system accurate and current
- Demonstrated the ability to be highly productive in a high velocity work environment where urgency is high, and tasks need to get done quickly.

##### **Education**

- **Associates Degree from the Ohio State University**
- **Program Certificate : Ohio State University, Columbus, OH**  
An 24 week intensive program focused on gaining skills in Full Stack Web Development