



## PROFESSIONAL SUMMARY

*Vision-driven change agent with career-long record of business operations, professional staff development, and team management success for leading organizations*

A results-oriented, adaptive, and energetic General Manager with a background of success in advising large daily operations, guiding the professional development of management teams, and optimizing business processes. Growth-focused thought leader equipped with the capacity for cross-functional team coordination, executing strategies to enhance sales performance and exceed objectives. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as budget management, policy development, and resource allocation expertise.

### CORE COMPETENCIES

- |                         |                                 |                       |
|-------------------------|---------------------------------|-----------------------|
| ⌚ Administrative Duties | ⌚ Customer Relations Management | ⌚ Multitasking        |
| ⌚ Management Systems    | ⌚ Accounts Processes            | ⌚ Team Leadership     |
| ⌚ Schedule Coordination | ⌚ Performance Evaluations       | ⌚ Productive Meetings |

## PROFESSIONAL EXPERIENCE

NUCAMP, SEATTLE, WA, SEPTEMBER 2022 TO PRESENT

### FULL STACK WEB AND MOBILE DEVELOPMENT STUDENT

- ⌚ Completed NuCamp's intensive full stack web and mobile development training program, acquiring comprehensive skills in front-end and back-end web development, including HTML, CSS, JavaScript, Bootstrap, React, Redux, Node.js, MongoDB and more.
- ⌚ Participated in hands-on coding projects, building real-world applications and gaining practical experience in full stack web and mobile development.
- ⌚ Developed a strong understanding of software development best practices, including version control, debugging, testing and documentation.
- ⌚ Collaborated with fellow students on group projects, honing teamwork and communication skills in a collaborative coding environment.

1-800-GOT-JUNK, SEATTLE, WA, FEBRUARY 2016 TO AUGUST 2022

### GENERAL MANAGER

- ⌚ Serve as General Manager for the entire Seattle region, charged with supervising daily operations, cultivating the professional development of all employees, ensuring performance matched company expectations; recognized for more than doubling revenue from 2.8 million to 6.2 million; asked to speak to the entire company on building team culture.
- ⌚ Fulfill human resource duties, streamlining processes to deliver a more swift, efficient service; craft structured systems to boost functionality of small business franchise.
- ⌚ Coordinate employee schedules to guarantee sufficient coverage; manage customer relations to sustain good rapport; process accounts receivable and payable, tracking the daily, monthly, and annual revenue goals, aligning company operations to meet and exceed objectives.
- ⌚ Control the profits and losses of the company, documenting and evaluating performance to develop necessary enhancements to drive sales; construct innovative strategies for business development, expanding into new markets and growing clientele base.
- ⌚ Demonstrate effective management, leadership, coaching, and development of assistant managers, shift supervisors, and team leads.
- ⌚ Work closely with Operations Manager and the Management team to ensure the highest operation standards and product development.
- ⌚ Provide strategic direction to managers related to the identification and support of under-performing teams to ensure improvement plans are created and used.

- ⌚ Handle collection operations, gathering discarded items and waste materials from hundreds of homes and business annually five days a week.
- ⌚ Consult with customers to address problems with junk collection, maximizing team efficiency and customer satisfaction.

FRED MEYER, SEATTLE, WA, NOVEMBER 2008 TO FEBRUARY 2016

### FOOD MANAGER

- ⌚ Acted as Food Manager with Fred Meyer, assigned with directing the operations of several cross-functional professional teams, composed of 100+ employees throughout 7+ departments; selected to join the regional leadership training team as a coach and mentor to other managers from 2009 to 2016.
- ⌚ Organized the scheduling and appointed staff to ensure proper shift coverage, supervising all training sessions, coaching, and disciplinary actions in compliance with company protocol.
- ⌚ Regulated \$50M+ in annual sales, executing strategies to achieve an average 2% to 4% annual increase; managed losses and profits, creating systems to boost profits continuously, meeting and exceeding wage and sales goals.
- ⌚ Orchestrated all inventory operations and merchandising processes with cost-effective methods for maximum efficiency, leading productive daily and weekly meetings with professional teams to uphold channels of communication.
- ⌚ Guided staff to achieve ultimate workflow and effectiveness; maintained and managed inventories and scheduled orders accordingly; interviewed, hired, and counseled qualified staff.
- ⌚ Analyzed financial data including shortage to identify business opportunities, determine proper action plan, and increase sales.
- ⌚ Maintained a working relationship with all vendors; monitored and corrected delivery procedures, ensuring the accuracy of orders; reported problems to management.
- ⌚ Responded and reported, and follow-up on all employees and/or customer accidents, injuries, and loss or damage to property.
- ⌚ Evaluated food service results and trends to determine the proper action plans to leverage the stores food sales and address areas of improvement; maintained 100% in-stock efficiency on top selling items.

### PREVIOUS EXPERIENCE

FRED MEYER, SEATTLE, WA, APRIL 2001 TO NOVEMBER 2008 | **HOME ENTERTAINMENT MANAGER**

FRED MEYER, SEATTLE, WA, JANUARY 1999 TO APRIL 2001 | **HOME PRICE CHANGER**

## EDUCATION AND CREDENTIALS

### FULL STACK WEB DEVELOPMENT CERTIFICATE 2023

*Nucamp Fullstack Course, Seattle, WA*

*Relevant Coursework: HTML, CSS, JavaScript, React, Redux, Node.js, MongoDB and more.*

### HIGH SCHOOL DIPLOMA, 1998

*Kennewick High School, Kennewick, WA*

*GPA: 3.2*

*Honors Courses*

*Football, Baseball, FBLA*

*Perfect Attendance for Two Years*

*Relevant Coursework: Personal Finance, Principles of marketing and entrepreneurship*

## AWARDS AND HONORS

- ⌚ **Business Course Certification**, Fred Meyer, 2012
- ⌚ **Outstanding Customer Service**, Fred Meyer, 2008, 2009, 2012, 2015, 2016
- ⌚ **Training Program**, led several training courses for Fred Meyer, from 2009 to 2016
- ⌚ **Top 20 Performer**. 2016,2017,2019,2021
- ⌚ **Franchise of the Year**, 1-800-GOT-JUNK? 2020

## PROFESSIONAL AFFILIATIONS

- 🕒 Member: Performance Management Group with four major metropolitan cities (Greater L.A., Denver, Portland and Cincinnati).

## ADDITIONAL INFORMATION

**Technical Proficiencies:** Windows, Salesforce, AS/400, Mac OS, servers, routers, Microsoft Exchange, Active Directory, Microsoft Office Suite, Microsoft Project, Access, HTML, CSS, JavaScript, React, Redux, Node.js, MongoDB

**Interests:** Music, sports, reading, outdoors, photography and spending time with family