

EDDIE J MOGER III

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SKILLS

- React
- Redux
- HTML, Javascript, CSS
- System debugging
- Software testing and implementation
- Troubleshooting and resolution
- Analytical thinking
- Software development life cycle

PROFESSIONAL SUMMARY

Software Engineer skilled at implementing content based on user needs and writing clean code. Background includes React, Redux, JavaScript, HTML and CSS. Solid background of success in troubleshooting and resolving complex software challenges. Designs and deploys innovative features to improve performance and functionality. Proactive problem-solver with exceptional critical thinking and collaboration skills.

EXPERIENCE

CRM Technical Lead, Mar 2021 - Current

Birdee Travel, Burlingame, CA, United States

- Designed a custom CRM, to maintain customer relations. Increasing productivity by at least 38%.
- Implemented automating finances, reporting, lead management, time management, back-office tasks and communications. Increasing "free time" by more than 61%.
- Streamlined customer communications to automate notifications, email responses, accounting, and customer communication. Total of 50% increased efficiency in communications.
- Increased company efficiency by as much as 65%
- Improved program designs based on requirements gathered from employees and managers, reporting 95% satisfaction.
- Addressed issues and implemented prompt as well as successful solutions to eliminate backlog and maximize workflow's allowing a 30% higher closing rate.
- Organized files and records and handled other support tasks, freeing up to 40% of managers time to take on more pressing responsibilities.

Owner, Nov 2005 - Nov 2020

Moger Horse Transport, Berkley, CA, United States

- Developed a competitive edge with well-planned growth and strategic business development turning 30% profit per year.
- Provided consistent service to maintain customer satisfaction by nearly 100%.
- Forecasted and managed budget, time and resource allocation. Allowing for an average of 18% in savings.
- Introduced automated daily schedules for customers as well as employees with a higher than 95% satisfaction rate.
- Implemented custom software which kept books and bank statements accurate. Alleviating over 30 hours of work per week, while maintaining greater than %99.99 accuracy.
- Increased company business with skilled use of marketing, advertising, and social media reaching 1000's of new customers daily.

EDUCATION

Certificate of Completion

Codecademy, Sunnyvale, CA , Feb 2021