

Eric Kongkaew

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PROFESSIONAL EXPERIENCE

PHOENIX AFTERGLOW

Burlington, MA / Remote USA

Software Developer / Project Management

Feb 2022 – Present

- Design, develop and establish user-friendly, responsive, SEO optimized live websites and web-based applications for 36 local and nation-wide businesses that led to their improved marketing and an average increase of 14% in profit margins
- Communicate with clients, building products, offering solutions that improve searchability and convenience for businesses in industries such as: Specialty Trade Contractors, Retailers, Restaurants, Health & Wellness, Real Estate, Home Improvement, Travel
- Integrated back-end eCommerce and inventory databases into websites for 3 local businesses with full shopping cart and payment functionalities that drastically improved the owner's, staffs' and their clients' user experiences
- Resolved issue with client's past eCommerce solution which helped their operations gain an average of \$1200/month in shipping costs lost over the last few years resulting in conversion to scalable PHX retail POS backend integration
- Revamped company procedures and workflows including revising official HR policies, SOPs, onboarding, building high-end work PCs, upgrading software, and introducing industry relevant tools for increased productivity and functionality during each project's lifecycle such as GitHub, Figma, Teams, Jira and other Atlassian products

WALGREENS BOOTS ALLIANCE INTERNATIONAL/CO.

Greater Boston, MA

Manager of Pharmacy and Retail

Sep 2007 – May 2019

- Managed 25 direct reports including Assistant Managers, Supervisors, Pharmacy Managers, Rx Technicians, etc.
- Coached 4 Management Trainees through passing WBA's university work assignments where key ideas and strategies in Digital Adoption were later implemented in the company's future initiatives and the mentorship also led to their promotions
- Leveraged all data, analytics, and operating statements to set up daily/weekly/monthly action plans for leadership teams to help the company meet target all goals in overall sales, 90 day Rx scripts, payroll usage, and customer/patient care NPS
- Created training procedures, templates, guidelines and tools used district wide which resulted in increased leadership engagement, improved onboarding and an average employee retention increase by 25%
- Advocated for all new company releases and updates of hardware, software and tech such as Workforce Scheduler, Applicant Tracking System, FedEx integration and Zebra mobile devices into stores that provided immediate access to pharmaceutical healthcare, CRM and logistics information in the field to all front end and pharmacy professionals
- Managed entire career life cycles of employees which included hiring, onboarding and promoting Acknowledgement Award winning individuals chosen for area (1 of 100+ locations) representing Patient Care in 2018 and Overall Customer Care in 2019
- Exceeded customer Net Promoter Score (75%+) & Rx patient care (78%+) targets 2 years in a row

District Project Manager

- Provided overall project management, collaboration, strategy and oversight on major transformation project in merger with U.K. company that resulted in promotion to Manager of Pharmacy and Retail
- Led district leadership team of 8 to implement new cosmetic lines such as No7/S&G into 8 locations in the area
- Managed communication, scheduling, budget of 2,600 hours, issue management, and other PMI functions
- Participated in 12 district meetings involving scope, cost, and timing to meet company and stakeholder expectations
- Coordinated with at least 8 cross functional teams such as 3rd party vendors, small contractors and mid to large sized suppliers located on and offsite to accomplish project results successfully within the given time frame

Assistant Manager of Operations, Supervisor

- Managed 15 direct reports ranging from Pharmacy Tech Trainees to Customer Service Associates
- Utilized Kronos to maintain time cards and bi-weekly payroll; Workforce for scheduling, PTO and overall budgeting
- Reduced carrying costs on all inventory including third party vendor products and became a coach in inventory management and best practices for all 4 tiers of volumes across the 6 different locations managed throughout time as ASM
- Became reverse logistics (1506) subject matter expert for each products' inventory life cycle and reduced losses on waste and shrink by an average of \$900 a month while correcting processes to earn proper credit totals for each 1506 task

EDUCATION

Learn Engage Advance Perform (LEAP)

Manchester, NH

Business Management • People Management • Pharmaceutical Industry • WBA University for Drug Store Managers

GROW InsideOut Development and Coaching

Greater Boston, MA

The GROW model is one of the most used coaching frameworks Agile coaches implement as a top leadership tool

Zero to Mastery Academy • Udemy • [www.github.com/erikmoxley](https://github.com/erikmoxley)

Remote USA

Computer Programming • Software Engineering • Web Development • Open Source • Version Control • Tech Industry

SKILLS

Programming and Technical Tools: HTML5, CSS3, Sass, Bootstrap, JavaScript, JQuery, MySQL, ReactJS, NPM, NodeJS, Express, VSCode, Visual Studio 2022, CMS, Confluence, JIRA, Asana, Netlify, Heroku, GitHub, Version Control, Figma, Kanban, Agile, Scrum Methodology
Other: Inventory Management, Operations, Administration, Merchandising, Cash Management, Loss Prevention/Asset Protection, AS400, ICPlus, P&L, Human Resources, Hiring, ATS, LMS, KPI Management, Legacy Kronos, Reflexis Workforce Scheduling, Payroll, Healthcare Industry, Retail Pharmaceutical Industry, cGMP Environment, SAP, GDocP, Google Analytics, Microsoft Office and Adobe Suite
Communication: Leadership Development, Performance Management, Employee Engagement, Patient Care, Customer Service, Action Planning, Market/Demographic Analysis, Digital Adoption, Patient/Customer/Employee Retention, 3rd Party Vendor Management

VOLUNTEERING

VFW Foundation: Helped organize and represented WBA company in VFW walk for veterans
Cystic Fibrosis: Assisted with setting up local walk for WBA, taking steps to help find cure for CF
American Diabetes Association: Participant in 5k walk, raised funds for ADA Step Out program
Team Walk for Cancer Care: Participated in 5K walk for great cause standing up to cancer
Community Action Council: Prepared and delivered goods at VA's Free Veterans Produce Market