

# Eric Kongkaew

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## SUMMARY

Project Manager with 8+ months of professional experience in software development creating unique websites, web apps and other products for local and nation-wide businesses. Previously held 12+ years of multiple roles in the Pharmaceutical, Beauty and Retail Industry with extensive experience in high-level management in planning, resourcing, and execution of major projects. Former Manager of Retail and Pharmacy with 6+ years of leadership experience versed in GROW InsideOut coaching methodologies and developing successful teams pursuing a role best suited for all translatable experiences combined.

## PROGRAMMING AND SKILLS

HTML5 • CSS3 • Sass • Bootstrap • JavaScript • JQuery • MySQL • Express • ReactJS • NodeJS • NPM • VSCode • CMS  
Confluence • JIRA • Asana • Netlify • Heroku • GitHub • Version Control • Agile • KPI Management • Kronos • SAP

## PROFESSIONAL EXPERIENCE

**PHOENIX AFTERGLOW** – Burlington, MA / Remote

**Mar 2022 – Present**

### Software Developer / Project Management

- Design, develop and establish user-friendly, responsive, SEO optimized live websites and web-based applications using technologies such as HTML, CSS, Sass, Bootstrap, JavaScript, JQuery, PHP, React, NodeJS and NextJS 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 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

**Sep 2007 – May 2019**

### Manager of Pharmacy and Retail

- 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 were later implemented in the company's future initiatives and the mentorship also led to their promotions
- 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 recruiting, training 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, 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 vendor teams, 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

## **CERTIFICATIONS**

**Learn Engage Advance Perform (LEAP)** – Manchester, NH

Business 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** – Remote • [www.github.com/erikmoxley](https://www.github.com/erikmoxley)

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

## **ADDITIONAL**

**Other Professional Skills:** Inventory Management, Operations, Merchandising, Cash Management, AS400, P&L, Human Resources, Workforce Scheduling, Payroll, Healthcare Industry, Pharmaceutical Industry, Hiring, ATS, LMS, Mobile CRM, cGMP Environment, GDocP, Google Analytics, Kanban, Figma, Scrum Methodology, Microsoft Office and Adobe Suite

**Soft Skills:** Leadership Development, Performance Management, Employee Engagement, Patient Care, Customer Service, Action Planning, Patient/Customer/Employee Retention, Communication, 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