

# Eric Kongkaew

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## TECHNOLOGIES AND TOOLS

HTML5 • CSS3 • Sass • Bootstrap • JavaScript • GitHub • Version Control • VSCode • Netlify • Heroku  
MySQL • Express • ReactJS • NodeJS • NPM • NextJS • Atlassian • Jira • Asana

## PROFESSIONAL EXPERIENCE

### **PHOENIX AFTERGLOW – Burlington, MA**

#### **Software Developer**

**Mar 2022 – Present**

- Design, develop and establish user-friendly, responsive, SEO optimized live websites and web-based applications using technologies such as HTML, CSS, JavaScript, JQuery, Bootstrap, Sass, React, NextJS, NodeJS, Express, and MySQL for 36 local and nation-wide businesses that led to their average increase of 20% in profits
- Building products and offering solutions that improve online marketing for businesses in industries such as: Specialty Trade Contractors, Retailers, Restaurants, Health & Wellness, Hospitality, Real Estate, Home Improvement, Travel, etc
- Integrated back-end eCommerce into websites for 3 local businesses with full shopping cart and payment functionalities that greatly improved the business owner and their client's user experiences
- Resolved major issue with a client's past eCommerce solution that caused their business to lose an average of \$1200 per month in shipping costs over the last few years
- Revamp company procedures and workflows including revising company's 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 life cycle 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, Technicians, etc.
- Coached multiple Management Trainees through passing company 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 efficient training procedures, templates, guidelines and tools used district wide which resulted in increased leadership engagement, improved on-boarding and an average employee retention increase by 25%
- 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
- Participated in 12 district meetings involving scope, cost, and timing to meet company and stakeholder expectations
- Communicated 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 timeframe

## PROJECTS

**LIVE:** <https://erikmoxley.github.io/fs-test-ek> • **SOURCE:** <https://github.com/ErikMoxley/fs-test-ek>

**Full-Stack Web Development** – HTML, CSS, JavaScript, Express, NodeJS, MySQL

- Built a responsive company contacts page that uses an HTML, CSS, JavaScript front end deployed in GitHub pages
- Using a NodeJS backend, submitted POST inputs goes through ExpressJS deployed on Heroku
- Uses a MySQL database to receive POST requests, MySQL Workbench can be used for admin to check data sent

## CERTIFICATIONS

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

Software Engineering • Web Development

• **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**

GROW model is one of the most used coaching models for Agile coaching and frameworks

## VOLUNTEERING

- **VFW Foundation – Haverhill, MA:** helped organize and represented WBA company in VFW walk for veterans
- **Cystic Fibrosis – Haverhill, MA:** assisted with setting up local walk for WBA, taking steps to help find cure for CF
- **American Diabetes Association – Waltham, MA:** participant in 5k walk for the ADA
- **Team Walk for Cancer Care – Lowell, MA:** participated in 5K walk for great cause standing up to cancer
- **Community Action Council – Bedford, MA:** preparing and delivering goods at VA's Free Veterans Produce Market