Eric Kongkaew

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SUMMARY

Highly passionate Software Developer creating unique web solutions for local and nation-wide businesses. Extensive previous experience in high-level management in planning, resourcing, and execution of major projects in the Pharmaceutical, Beauty and Retail Industry. Former Manager of Retail and Pharmacy Operations seeking to implement past knowledge of GROW InsideOut coaching methodologies, management and leadership into tech.

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 for local and nation-wide businesses within industries such as: Specialty Trade Contractors, Retailers, Restaurants, Health & Wellness, Hospitality, Real Estate, Home Improvement, Travel, etc
● Maintain 25+ current clients' products through feature requests, bug fixes, integrations and enhancements
● Integrate back-end eCommerce into multiple websites with full shopping cart and payment functionality
● Revamp company procedures and workflows which included building high-end work PCs, upgrading software, and introducing industry relevant tools for increased productivity and functionality during each project's life cycle
● Technologies, tools and other skills used: HTML5, CSS3, JavaScript, JQuery, Bootstrap, Sass, GitHub, React, NextJS, NodeJS, Express, MySQL, PHP, Microsoft Office, Agile/Scrum, Asana, Google Analytics, FTP, Adobe Creative Suite

WALGREENS BOOTS ALLIANCE INTERNATIONAL/CO. – Greater Boston, MA
Manager of Pharmacy and Retail Operations   **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 – each focal point: customer care, reducing shrink and new age digital adoption of tech and software where key ideas and strategies were later implemented in the company's future initiatives
● Built and integrated efficient training procedures, templates, guidelines and tools used district wide which led to increased leadership engagement, improved on-boarding and an average employee retention increase by 25%
● Recruited, hired, trained and promoted Annual Acknowledgement Award winning team members chosen for Area (1 of ~100 locations: Rx Technician (Patient Care in 2018) and Shift Leader (Overall Customer Care in 2019)
● Exceeded customer and patient care Net Promoter Score & Rx 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 Retail and Pharmacy Operations
● Led district leadership team of 8 to implement new cosmetic lines such as No7/S&G into 8 locations in the area
● Participated in ~12 district meetings involving scope, cost, and timing to meet company and stakeholder expectations
● Managed communication, scheduling, budget of 2,600 hours, issue & risk managements, and other PMI functions
● Managed at least 8 vendor teams, small contractors and mid to large sized suppliers located on and offsite to accomplish project results

Assistant Manager of Operations / Supervisor
● Managed 15+ direct reports ranging from Pharmacy Tech Trainees to Customer Service Associates
● Utilized Kronos to maintain timecards and bi-weekly payroll; Workforce for scheduling, PTO and overall budgeting

EDUCATION AND CERTIFICATION

● **Zero to Mastery Academy • Udemy – Remote • www.github.com/erikmoxley**   **Aug 2019 – Sep 2021**
Software | Web Development | HTML5, CSS3, JavaScript, Bootstrap, Sass, ReactJS, NextJS, Git, NPM, Netlify
● **Learn Engage Advance Perform (LEAP) – Manchester, NH**   **May 2016**
Business Management • Pharmaceutical Industry • WBA University for Drug Store Managers
● **GROW InsideOut Development – Greater Boston, MA**   **Nov 2017**
GROW model is one of the most used coaching models for Agile coaching and frameworks

ADDITIONAL
- **Previous Skills**: Inventory Management, Operations, Merchandising, Cash Management, AS400, P&L, Human Resources, Workforce Scheduling, Kronos, Payroll, Hiring, Recruiting, ATS, LMS, Retail, Microsoft Office, Word, Excel, PowerPoint, cGMP Environment, GDocP, Delta V, SAP, IT, 16+ years of computer literacy and hardware
- **Volunteering:** VFW Foundation (2018), Cystic Fibrosis (Haverhill, MA 2016-2018), American Diabetes Association (Waltham, MA 2016), Team Walk for Cancer Care (Lowell, MA 2015), Community Action Council (Bedford, MA 2021)

PROJECTS

COMPANY FULL STACK INPUTS PAGE   **Oct 2021**
Full-Stack Web Development – HTML, CSS, JavaScript, Express, NodeJS, MySQL, Express Validator
LIVE: https://erikmoxley.github.io/fs-test-ek
SOURCE: https://github.com/ErikMoxley/fs-test-ek
- Front end built with HTML, CSS, JavaScript deployed on GitHub Pages using their domain
- Using a Node back end, submitted POST goes through ExpressJS deployed on Heroku
- Uses a MySQL database to receive POST requests and MySQL Workbench for admin to check data sent

NEXTJS BLOG   **Aug 2021 – Nov 2021**
Front-End Web Development – NextJS, CSS, JavaScript, React Router Dom, Netlify Forms
LIVE: https://moxleydevblog.netlify.app
SOURCE: https://github.com/ErikMoxley/moxleydevblog
- Personal and developer blog page built with NextJS by Vercel, The React framework
- Markdown files are converted to posts using slug components sorted by date
- Contact page uses Netlify Forms CMS to manage and accept submissions, email notification once received

MEDIAN AND AVERAGE INPUTS PAGE   **Jan 2022**
Front-End Web Development – HTML, CSS, JavaScript
LIVE: https://erikmoxley.github.io/fe-test-inputs
SOURCE: https://github.com/ErikMoxley/fe-test-inputs
- Simple HTML form that displays back the average and median to the user from 3 inputs
- Front end validation. HTML integrated 'step' only allows positive integers to be used on submit