

Eric Kongkaew

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Highly passionate software developer with extensive previous experience in high-level management in planning, resourcing, and execution of major projects in the Pharmaceutical Industry. As a former Manager of Pharmacy and Retail Operations, I have managed a staff of 20+ team members while primarily focusing on GROW InsideOut methodology that Agile Coaches commonly use, performance management, pharmaceuticals, recruiting talent, customer and patient care in an ever changing work environment. I'm seeking to implement my previous experience in coaching, management and leadership into tech where I've found my passion in computer software; my gateway into the industry.

TECHNOLOGIES AND TOOLS

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

PROFESSIONAL EXPERIENCE

PHOENIX AFTERGLOW – Burlington, MA

Software Developer

Mar 2022 – Present

- Design and establish user-friendly, responsive, SEO optimized websites and web-based applications for local and nation-wide businesses
- Maintain current clients' products through feature requests, bug fixes, integrations and enhancements
- Integrated back end eCommerce into multiple websites with full shopping cart and payment functionality
- Revamped 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

WALGREENS BOOTS ALLIANCE INTERNATIONAL – Greater Boston, MA

Manager of Pharmacy and Retail Operations

Nov 2015 – May 2019

- Managed 20+ team members including Store Managers, Assistant Managers, Pharmacy Managers, Technicians, etc.
- Built and integrated efficient training procedures, templates, guidelines and tools used district wide which led to increased leadership engagement and improved employee on-boarding and retention
- Exceeded customer and patient care Net Promoter Score & Rx targets 2 years in a row

District Project Manager

Sep 2015 – Nov 2015

- Provided overall project management, strategy and oversight on major transformation project in merger with U.K. company
- Led a district leadership team of 8 in implementing new cosmetic lines such as No7/S&G into 8 stores in the area
- Participated in several district meetings involving scope, cost, and timing to meet company and stakeholder expectations
- Responsible for communication, schedules, budget, quality, issue & risk managements, and other PMI project functions
- Managed multiple vendor teams and suppliers located on and offsite to accomplish project results

Supervisor | Assistant Manager of Operations

Sep 2007 – Sep 2015

- Managed ~10-15 team members ranging from Pharmacy Tech Trainees to Customer Service Associates
- Utilized Kronos to manage time cards and bi-weekly payroll; Workforce for scheduling, PTO and overall budgeting

EDUCATION AND CERTIFICATION

Zero to Mastery Academy | Udemy – Remote | <https://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, 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, Healthcare Industry, Pharmaceutical Industry, Hiring, Recruiting, ATS, LMS, Retail, Microsoft Office, Word, Excel, PowerPoint, cGMP Environment, GDocP, Delta V, SAP, IT
- **Soft Skills:** Leadership Development, Team Development, Performance Management, Employee Engagement, Planning, Agile/GROW Coaching, Patient/Customer/Employee Care/Retention, Communication, 3rd Party Vendor
- **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)