

Eric Kongkaew

erickongkaew@gmail.com | <https://erikmoxley.com/>

Mobile: (978) 935-8860 | Greater Boston | Middlesex County, MA 01851

Aspiring Web / Software Developer

PROJECTS

NEXTJS BLOG

Live: moxleydevblog.netlify.app [Source](#)

- Personal blog page built with NextJS. Responsive CSS, Javascript components (Header, Footer, Posts.)
- Markdown files converted to show posts using the Slug component sorted by date. Contact page created with Netlify forms.

SOCIAL LINKS

<https://github.com/ErikMoxley>
<https://www.polywork.com/erikmoxley>
<https://moxley.hashnode.dev/>
<https://twitter.com/MoxleyDev>
<https://www.linkedin.com/in/erickongkaew/>

TECHNICAL SKILLS

HTML5 • CSS3 • Sass • Bootstrap • Javascript • NodeJS • ReactJS • NextJS
Git • GitHub • Version Control • Netlify • NPM

PROFESSIONAL EXPERIENCE

WALGREENS BOOTS ALLIANCE – Greater Boston, MA

Store Manager | District

Jan 2018 – May 2020

- Managed 20+ team members in location while upskilling Assistant Store Managers, Store Managers, and Pharmacy Managers in the district through work projects, overall store and pharmacy operations
- Coached and mentored MGMT Trainees through company university work assignments – customer care, reducing shrink and new age digital adoption of software were strategies later implemented in company's future initiatives
- Built and integrated efficient company approved training procedures, templates, guidelines and tools used district wide which led to increased leadership engagement and improved employee on-boarding and retention
- Recruited, hired and trained 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 service and patient care (Net Promoter Score & RX) targets 2 years in a row

WALGREENS BOOTS ALLIANCE – Greater Boston, MA

Assistant Store Manager | Operations

Nov 2015 – Jan 2018

- Managed ~10-15 team members ranging from Pharmacy Tech Trainees to Customer Service Associates
- Organized, coordinated, and budgeted a major brand transformation project after merger with Boots UK.
- Led a district team of 8 in implementing new cosmetic lines such as No7/S&G into 8 stores in our area in 7 days
- Utilized Kronos to maintain time cards and bi-weekly payroll; Workforce for scheduling, PTO and overall budgeting

WALGREENS CO. – Middlesex County, MA

Customer Service Associate | Shift Leader | Supervisor

Sep 2007 – Nov 2015

- Trained and supervised team. Provided input for team's performance reviews and identified areas for more coaching

EDUCATION

Zero to Mastery | Udemy – Remote | <https://github.com/ErikMoxley>

Aug 2019 – present

Web/Software Development | HTML5, CSS3, Javascript, Bootstrap, Sass, ReactJS, NextJS, Git, NPM, Netlify

LHS – Middlesex County, MA

2003 – 2007

Business Management & Financial Pathway | Programming

ADDITIONAL

- **Skills:** Inventory Management, Operations, Merchandising, Cash Management, AS400, P&L, Human Resources, Workforce Scheduling, Kronos, Payroll, Healthcare Industry, Pharmaceutical Industry, Hiring, Recruiting, ATS, Retail, Microsoft Office, Word, Excel, PowerPoint
- **Soft Skills:** Leadership Development, Team Development, Performance Management, Employee Engagement, Patient Care, Customer Service, Planning, Patient/Customer/Employee Retention, Communication, 3rd Party Vendor MGMT
- **Certifications & Training:** Learn Engage Advance Perform (LEAP) Walgreens University for Drug Store Managers in Training (2016), Goal Reality Options Way Forward InsideOut Development Coaching (2017)
- **Volunteering:** Walgreens VFW Foundation (Haverhill, MA 2018), Cystic Fibrosis (Haverhill, MA 2016-2018), American Diabetes Association (Waltham, MA 2016), Team Walk for Cancer Care Tsongas Arena (Lowell, MA 2015)