411 E. Indian School Rd.
#3045
Phoenix, AZ 85012

Phone 480-710-1663
E-mail jgmanning3@yahoo.com
LinkedIn:linkedin.com/in/joseph-manning-570636211
GitHub: https://github.com/JMan4342

Joseph Manning

Objective	An ambitious, organized and hardworking professional who is seeking a position that offers a challenge, growth, and an opportunity to utilize my experience in a web developer role.

Education

1999 - 2004   University of Arizona   Tucson, AZ

Bachelor of Science in Business Administration

Major: Business Marketing
Related course work: Advertising, product development, and customer service.

Professional experience

2021 - Present   University of Arizona   Phoenix, AZ

Student

- Developed a website for a local hairdresser to help promote her business by utilizing third party APIs to showcase her work with photos and help customers find her location with Google Maps. The site was developed utilizing HTML, CSS, and JavaScript languages. The site can be found at: https://jman4342.github.io/Hair-Dresser/Hairdresser.html.
- Created a weather dashboard app that will allow the user to search by city to view the current and forecasted weather using the Open Weather App API to capture updated weather information and allowing the user save searched cities through their local drive. The user experience was put together using HTML, CSS, and JavaScript languages and can be found at https://jman4342.github.io/Weather-Dashboard/.
- Built a multiple-choice online quiz with HTML, CSS, and JavaScript. The quiz can be located at https://jman4342.github.io/Code-Quiz/.

2008 - 2021   LEGO Systems, Inc.   Tempe, AZ

Team Lead - Retail Merchandising

- Developed a marketing and branding strategy that best represents LEGO on the retail sales floor, assisting in the increase of 10% in overall sales in 2012 when it was implemented.
- Direct a team of over 15 merchandisers to sell-in and conduct a hands-on LEGO build event in retail stores for 2-3 hours, resulting in an increase of 2% sales during scheduled events.
- Create video and written updates for upper-level management in LEGO that portrays what is happening in the retail market in relation to shopping trends, LEGO advantage in the marketplace, and competitive advantages.
- Analyze reports to ensure team is completing tasks, and planned initiatives are completed to meet company's key performance indicators (KPI).
- Work with multiple departments to ensure that my team is prepared for success.
- Perform new hire and on-going training with current employees to ensure they are up to date on new practices, techniques, and policies.
- Analyze markets and provide feedback on product distribution, store branding, and planned merchandiser store visits.

2003 - 2010   Mosaic Sales Solutions   Mesa, AZ

Merchandising Sales Rep

- Install new graphics and signage in retail stores.
- Perform in store demonstrations in retail stores, resulting in an increase in sales.
- Perform department resets in stores.
- Ensure product is placed on sales floor.
- Install displays according to planogram.
- Coach new hire employees in proper merchandising techniques.

2005 - 2007   Verizon Wireless   Chandler, AZ

Customer Service Coordinator

- Provide customer service and technical support over the phone for a cellular phone company.
- Answer customer questions about their wireless service with Verizon Wireless.
- Enroll customers on the plan to best meet their cell phone and wireless needs.
- Negotiate contract extensions to ensure continued customer retention.
- Address billing, service, and plan disputes and negotiate a win-win for both the customer and company.

- Provide technical support on customer issues with their wireless service.
- Assist in new hire training by coaching new customer service telephone reps.
- Assist in the continued training of current employees on new products, practices, policies, and changes in performing work duties.

Computer skills
- Advance user of MS Word, Excel, PowerPoint, Outlook, Windows, Internet Explorer, and Mac iOS.
- Web development skills in HTML, CSS, JavaScript, nodeJS, Express, MySQL, jQuery, and Bootstrap.