Professional Summary

Process-driven manager with 12 years experience leading award winning teams with success in leadership, operational excellence and organizational development. Recognized for inspiring team members to excel while encouraging creative result driven work environments. Eager to leverage knowledge of software development to seamlessly drive program initiatives from ideation to completion.

Work History

Walmart - E-Commerce Associate
06/2019 - Current

- Mentored new team members on operations, customer service strategies and sales goals.
- Managed associates & directed third party teams to achieve optimal productivity and inventory control while maintaining a customer first mentality.
- Performed as the first method of contact for clientele and aided in product education while boosting client retention.

Walmart Distribution - Logistics Area Manager
04/2015 - 06/2019

- Developed and Implemented process on track to save the company $16.8 million a year.
- Utilized cost-benefit and route cause analysis.
- Performed training, system process policy and procedural development for 58 direct reports with supporting direction of up to 150 associates.
- Consulted with corporate human resources team to transform attendance and incentive policies.
- Reviewed established business practices and improved processes to increase efficiencies and reduce expense without compromising customer service levels.
- Coordinated outbound execution to supply and support 112 stores

Keystone R.V. - Production Supervisor
04/2008 - 04/2015

- Planned, directed, and coordinated manufacturing operations and activities for over 30 employees.
- Invented improved cost saving inventory system for all west coast manufacturing plants.
- Conducted interviews, employee evaluations, as well as terminations.

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- https://github.com/Jackie-Curtsinger

Skills

- Total Performance Systems & LEAN Utilization
- Skillful Coach for Team Building
- Procedure Development
- Proficient in React and JavaScript
- Advanced Understanding of Project Life Cycle
- Project Planning, Development and Resource Allocation
- Tableau & Microsoft Suites
- Database Design & Management

Education

09/2020
Nucamp
Certificate of Honor: Full Stack Web And Mobile App Development

- 4.0 GPA
- Languages/Frameworks: React, Redux, React Native, Node JS, Express, Mongo DB, Bootstrap, HTML, CSS, and JavaScript
- Coursework in Agile and Waterfall software development methodologies
- Awarded Certificate of Honor for Front end
- Awarded Certificate of Honor for Full stack Server-side development

- Ensured consistent adherence to company policies, procedures, and performance standards.
- Maintained up-to-date work records, improving blueprints.
- Wrote, assigned, reviewed and communicated employee job descriptions.
- Revitalized final department operational structures and procedures to successfully improve turnover by 13.5%.

03/2014
PENN FOSTER COLLEGE
Business Management
- 3.57 GPA
- Professional development completed in Business Finance, Computer Applications, Business Orientation and Mathematics for Business