



# Jo Lindsay

Front End Developer



## Personal Information

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**GitHub:** <https://github.com/JoLi-Dev>



## Languages + Systems

- HTML
- CSS
- Java Script
- React
- Node JS
- GitHub
- Django
- Jira
- Figma
- WordPress
- Canva
- Slack
- ClickUp



## Work Experience

### Operations Manager WeFlex (Hybrid/Remote)

10/2021 – 08/2023 SYDNEY, AUSTRALIA

- Work closely with the CEO and Founder to execute business goals
- Project manage the build of the MVP tech solution
- Develop and continuously update business SOP documentation
- Onboard new clients and manage ongoing relationship
- Conduct online interviews to onboard suppliers
- Plan and facilitate co-design sessions to develop education modules
- Design and develop the LMS to a high standard for the user experience
- Design and update internal training material for team training
- Social media strategy support

#### Key Achievements:

- Project management of the custom tech MVP solution through ten sprints increasing client onboarding speed by 35%
- Contribution to the achievement of the organisation's first 100 client matches.

### Business Development Manager Fit Finder (100% Remote)

10/2019 – 09/2020 SYDNEY, AUSTRALIA

- Industry prospecting for cold reach outs
- Cold calling lead generation and appointment setting



## Work Experience

- Onboarding new customers to the tech platform
- Manage and maintain client's data using Salesforce
- Work autonomously in 100% remote role with team meetings via Zoom

### Key Achievements:

- Increased customer base through cold call acquisition
- Executed customer retention strategy to retain customer base during the Covid lockdown

### State Business Leader (part of the People and Culture team) Healthwise Global (Hybrid/Remote)

10/2015 – 07/2019 SYDNEY, AUSTRALIA

- Recruit, onboard and develop health coaches to support the front-line employees
- Plan and facilitate quarterly team development days
- Design, plan and deliver significant events for employees to move and connect
- Oversee the Healthwise head office gym facility supporting team members, employees and external customers of the facility
- Business Operations - Profit growth/P&L/Budgeting/Monthly reconciliation

### Key Achievements:

- 2017 - Most improved Healthwise team globally (Profit Growth)

### Area Manager

### Cruiseabout (part of the Cruiseabout national leadership team)

01/2013 – 10/2015 SYDNEY, ADELAIDE, CANBERRA, AUSTRALIA

- Provide the vision, and strategy for multi-site retail travel stores across 3 states
- Interview and promote consultants to leadership roles as the business grew
- Performance management of underperforming business leaders
- Daily KPI reporting to area employees to celebrate success and keep on track
- Facilitate monthly leadership meetings to support leaders' growth and development
- Escalation contact for customer complaint resolution and retention
- Organise and facilitate monthly 'Buzz Nights' for all area employees to reward and recognise exceptional customer service and sales results
- Organise and facilitate sessions at area conferences
- Business Operations - Profit growth/P&L/Budgeting/Monthly reconciliation

### Key Achievements:

- Store growth from 9 to 16 businesses across 3 states
- Sales growth from 50 million to 63.5 million



## Volunteering

### State Committee Leader (part of the People and Culture Leadership team)

### Flight Centre Foundation

10/2015 – 07/2019 SYDNEY, AUSTRALIA

- Run monthly committee meetings
- Work with chosen charity partners' representatives to organise events
- Plan and execute fundraising events to support staff in crisis
- Report to senior leadership team workplace on their areas giving participation and developing strategies to increase engagement
- Attend area buzz nights to promote the foundation

### Key Achievements:

- Facilitated an event that raised \$80,000 for a staff member diagnosed with a brain tumor
- A lead coordinator of the biggest hamper pack for Foodbank, which involved



## Volunteering

organising volunteers for both days, working with the venue and on-the-day coordination

- Organised annual Red Kite packing days for packs to be distributed to kids with cancer in hospitals around Australia
- Led RUOK day promotional activities around the head office to increase awareness for mental health support



## Education

### **Front End Web Development Academy Xi**

09/2023 – present

### **Certificate IV in Fitness FIA Fitnation**

10/2016 – 03/2017

### **Level 1 Wellness Coaching Wellness Coaching Australia**

10/2016 – 12/2016

### **Certificate IV in Training and Assessment Trainwell**

04/2010 – 10/2010



## Hobbies



Reading



Martial Arts



Dogs, and more dogs!