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Aspiring web developer with over 15 years' experience in office administration support and streamlining office operations. Looking to break into the tech industry with a position that will best utilize my attention to detail, problem solving skills, and desire to help others, as well as provide potential to grow my skill set while continuing to learn new technologies.

Skills:

| | | |
|---------------------------------|----------------------|------------|
| Office and Warehouse Experience | Data Entry | HTML |
| Customer Service | Highly Organized | CSS |
| Microsoft Office Suite | CRM Systems | JavaScript |
| Problem Solving | Inventory Management | |
| Communication | Online Sales | |

Office Administrator

Electronic & Mechanical Inc, *Sutton, MA*

Sep 2017- Nov 2020

- Responsible for creating and approving Temperature Uniformity Survey reports and Calibration Certificates for customers, ensuring their equipment is within industry standard calibration guidelines.
- Use of Ape Calibration Management Software to update calibration records and determine scheduling.
- Assisting customers via phone and email to ensure their needs are being met.
- Provide price quotes to potential customers for calibration services.
- Collaborate with other calibration services and vendors to provide our customers with additional services outside of our scope of accreditation, including issuing purchase orders.
- Daily shipping and receiving of all equipment that is calibrated in-house.
- Creation and implementation of new organizational documents to be shared with office staff to improve efficiency.

IT Asset Remarketing

Brass Valley LLC, *Milford, MA*

Dec 2016- Jun 2017

- In charge of remarketing of IT equipment via brokerage lists or eBay to achieve weekly sales goals of \$50k.
- Worked directly with CEO on a daily basis to assist with valuations of equipment and the negotiation of potential buy/sell deals.
- Served as the direct line of communication for potential buyers and maintained rapport with returning customers.
- Purchase order creation and invoicing via QuickBooks.
- Extensive use of Microsoft Office and cloud solutions to maintain information and create tools to be used by the staff across the business.
- Utilized AuditBench software to manage inventory.

Online Seller, Full Time

Self Employed, *Worcester, MA*

Jan 2013- Dec 2016

- Self-managed startup of a full-time resale business on eBay, Amazon, Etsy with approx 3k earnings and over 100 sales per month at peak.
- Communicated with customers in real time to answer questions, provide additional clarity on listings, resolve disputes and payment collection to ensure a positive customer experience.
- Achieved Top Rated Plus seller status as well as maintained a 100% positive feedback rating on eBay during the 4 years of operating store full time. Maintained a return rate of less than 1%.
- Continuously sourced inventory by tracking and analyzing market trends to maintain a robust storefront and clear out stale stock. Managed inventory using self-created Excel spreadsheets.
- Photographed, marketed and created detailed listings for each product posted.
- Proficient with all aspects of shipping, including analysis of shipping options to determine the most cost effective and quickest options, adding insurance, tracking, and researching lost packages. Utilized USPS, FedEx, and UPS, eBay Global Shipping Program and Fulfilment by Amazon for domestic and international shipping.
- Maintained accurate sales records using GoDaddy Bookkeeping software and Excel spreadsheets for tax reporting.

Inventory Receiver/Troubleshooter

Zapp-East LLC, Foxboro, MA

Jan 2010- Dec 2012

- Started as one of two employees receiving incoming items into inventory system.
- Within a year, became the senior “problem solver” for warehouse staff. All issues with incoming inventory would go to me, allowing the staff to receive an optimal volume of units in stock more efficiently each day.
- Served as primary point of contact within the warehouse for escalations to perform advanced troubleshooting tasks.
- Utilized ticket management system to prioritize daily communications with the customer service department in Russia regarding any issues in U.S. warehouse.
- Trained and mentored new staff as the number of warehouse employees grew from 5 to 50+ within my tenure.
- Assisted with other warehouse tasks when needed such as shipping, order picking, and general maintenance.

Office Manager

Churchill Coatings, Palmer, MA

Sep 2008- Mar 2009

- Managed plant operations for small wood finishing business
- Performed weekly processing of staff time cards, data entry and paperwork preparation.

Logistics Services Representative

OnProcess Technology, Ashland, MA

June 2008- Sep 2008

- Performed outbound asset retrieval calls in a temporary call center position.
- Assisted Comcast customers with the return of their equipment upon closure of accounts.

Customer Service / Office Assistant

Al's Oil Service, Shrewsbury, MA

Jan 2008- Mar 2008

- Provided temporary help to busy billing office of fuel delivery service.
- Worked with customers on the phone and in person to resolve any issues regarding overdue bills.
- Daily tasks included processing payments, data entry, scheduling deliveries, and basic accounting.

Education

Tri-County Regional Vocational Technical High School

Aug 1999-Jun 2003

Marketing/Computer Information Systems

References available upon request