

James Kernicky

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SUMMARY

Experienced professional with 15 years experience servicing over 200 clients in a pet services company, and 12 years as an inventory analyst. Dedicated to elevating team performance and ensuring a unified approach to success. Leveraging effective communication and problem-solving skills to deliver outstanding stakeholder management.

SKILLS

- Client Management, Communication, Time Management, Critical Thinking, Training/Education, Remote Collaboration, Microsoft Office (Word, Excel, Access), Data Analysis, Inventory Management, Software Development, cPanel (Zone Editor, phpmyadmin, Redirects, File Manager, Softaculous), Slack, Google Drive.

EXPERIENCE

[Fairmount Pet Service, Owner, Philadelphia, PA \(2009-Present\)](#)

- Provided pet services for 200+ clients, hired 7 employees to assist with clients, communicated with both clients and employees in person, and via email, phone, and text.
- Built website with Dreamweaver in 2009, converted it to WordPress in 2018, and employed graphic design and copyrighting principles in writing weekly blog posts.
- Site uses Cloudflare for caching, and has 85 pages/posts with custom CSS, optimized images, and on-page SEO.
- Created a Yelp account, Google My Business listing, and Facebook Business page to promote business.
- Utilized MS Excel to calculate annual revenue by client to prioritize scheduling.
- Achieved higher website speed performance through monthly performance audits.

[Volunteer Service \(May 2021-Present\)](#)

- Completed a WordPress site for a [local non-profit](#), trained site owner on how to use WordPress and Elementor.
- Wrote the 301 redirect code for .htaccess file, improved Lighthouse performance by 25 points for [Gamer site](#).
- Built WordPress.com site, created navigation menu and custom HTML elements for a [political website](#).
- Trained WordPress blogger on using the features in the admin area, and set global styles in the Customizer.
- Utilized Slack huddles to communicate with site owners and teach them basic WordPress and web principles.

[Topic Creator, The Hoth, Remote. \(March 2020 to August 2020\)](#)

- Researched unique keyword phrases for the client used by the Topic Writers.
- Wrote SEO titles and Descriptions and provided related keyword phases not used in previous client articles.
- Ensured SEO Title and SEO Description met the minimum and maximum character requirements.

EDUCATION & COURSES

- *Web Developer Bootcamp*, Udemy (2023).
- *Git Developer Workflow*, Udemy (2021).
- *Responsive Web Design certifications*, freeCodeCamp (2021).
- *WordPress Theme Development*, Udemy (2020).
- *Bachelor of Science in Operations Management*, 1992 Drexel University (1992).