

# MARK NAPOLITANO

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## Professional Summary

Proficient Product Quality McDonald's Manager transitioning to a Full stack coding position that offers professional challenges that utilizing interpersonal skills, excellent time management, and problem-solving skills.

Hands on project experience building front-end and back-end web applications. Experience in training and developing individual team members. 7+ years of customer service and communication. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on responsibilities to develop and challenge further.

## Projects

### Kanto Quest

Designed an application for users to create accounts to battle and collect Pokémon. With the ability to compete on high scores.

- Technologies used HTML (Handlebars.js), CSS (Materialize), MySQL and Sequelize database, Node.js and Express.js for RESTful API, Session storage, dotenv, MVC folder structure.

### Hops Hunter

An Interactive front-end application using third-party APIs to allow users to search, display and save Brewery Locations.

- Technologies used HTML, CSS (Bulma), utilizing local storage, API Fetch requests, JavaScript, Google Maps integration.

## Skills

- JavaScript, HTML, CSS
- Node.js, REST APIs, Agile
- Hiring, Training and Coaching
- MySQL, Sequelize, Express.js
- React, MERN, MongoDB
- High Pressure Experience

## Work History

### Product Quality Manager

Jan 2020 - Current

McDonald's

Baldivis, WA

- Determined quality department standards, practices and procedures.
- Created goals for keeping stat variance within acceptable levels and waste below 0.5%.
- Handling ordering 3 times each week with deliveries ranging from \$30,000 to \$60,000.
- Average of 1 stock transfer per month with sales between \$200,000 and \$280,000 per week.
- Top 3 store in McDonald's WA for sales volume.
- Recording, analysing, and distributing information to Management team with monthly meetings for review.
- Programming machines for products and ensuring all 150+ staff correctly follow procedures.
- Quickly learned new skills and internal McDonald's programs and software and applied them to daily tasks, improving efficiency and productivity.

### Shift Manager

Jan 2018 - Jan 2020

McDonald's

Secret Harbour, WA

- Trained and mentored all employees to maximize performance.
- Supervised employees and oversaw following of Health and Safety Standards.
- Kept crew operating productively and on task to meet 80% + OEPE Targets.
- Created Shift Position Guides to maintain full flowing workday.
- Excelled in every store position and motivated crew to follow my example.
- Maintained 100% communication with Store Manager over Slack with post shift reports.
- Consistently showed calm and positive outlook during intense volume or unusual events to keep store operating smoothly and set positive example for workers.

## Certifications

- Virtual Product Quality Course (2021)
- Virtual People Performance Course (2021)
- Developing the Leader in Me (2021)
- Leading the Shift (2019)
- Certificate 3 in Retail SIR30216 (2018)

## Education

### High School Diploma

Nov 2013

Kolbe Catholic College

Rockingham, WA

## References

Provided on request