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Software Engineer | Customer Experience & Operations Leader

Professional Summary

Results-driven **Software Engineer** with a unique background combining **enterprise retail leadership** and **modern web development**. Proven ability to translate complex business and customer needs into scalable technical solutions. Former **Customer Experience Manager** with nearly a decade of progressive leadership at a Fortune 500 retailer, now delivering high-impact software using **React, JavaScript, Node.js, and modern frontend tooling**. Known for strong ownership, cross-functional collaboration, and a customer-first engineering mindset.

Core Skills

Engineering & Technology

- JavaScript (ES6+), React, Next.js, Node.js
- SQL, REST APIs, Headless CMS (Contentful)
- Vite, TailwindCSS
- AI-assisted customer tools & integrations

Leadership & Business

- Team Management & Mentorship
- Customer Experience Strategy
- Operational Excellence
- Data-Driven Decision Making
- Cross-Functional Collaboration

Professional Experience

Software Engineer (01-2024) — (Present)

The Home Depot
Internal Technology Program | Enterprise Digital Teams

- Transitioned into software engineering through a **competitive 18-week internal engineering program**, demonstrating rapid technical growth and adaptability.
- Contributed to multiple product teams responsible for migrating the company's **in-house headless CMS to Contentful**, improving scalability, content velocity, and developer experience.
- Built and maintained **React and Next.js** applications supporting customer-facing and internal platforms.
- Integrated APIs and backend services using **Node.js** and **SQL**, ensuring performance and data reliability.
- Played a key role in delivering the **Magic Apron Assistant**, an AI-powered customer helper designed to enhance in-store and digital customer support.
- Collaborated closely with designers, product managers, and stakeholders to align technical solutions with business goals.

Key Impact:

- Helped modernize content infrastructure used across large-scale retail platforms.
- Improved customer engagement through AI-driven assistance tools.

Customer Experience Manager (01-2022) — (01-2024)

The Home Depot

- Led daily store operations with responsibility for **customer satisfaction, associate performance, and operational execution**.
- Served as the primary escalation point for customers and associates, resolving complex issues with a calm, solution-oriented approach.
- Partnered with department managers to improve store metrics including customer experience scores, operational efficiency, and associate engagement.
- Developed a strong foundation in business acumen, analytics, and people leadership that now informs technical decision-making.

Department Manager (Multiple Departments) (04-2018) — (12-2022)

The Home Depot

- Managed teams across **Lumber, Garden, Receiving, and Customer Service** departments.
- Oversaw staffing, scheduling, performance management, and training for diverse teams.
- Analyzed store metrics to drive improvements in sales, safety, and customer satisfaction.

• Acted as a cross-department leader, supporting operational initiatives and process improvements.

Front-End Associate (Cashier → Garden → Lumber)   (08-2015) — (04-2018)

The Home Depot
Career progression beginning in 2015

• Built strong customer service fundamentals through frontline roles.
• Quickly adapted to multiple departments, gaining deep insight into store operations and customer needs.
• Established a reputation for reliability, leadership potential, and problem-solving.

Career Highlights

• Nearly **10 years of progressive growth** within a Fortune 500 organization.
• Successful **career pivot from operations leadership to software engineering**.
• Rare blend of **technical skill, customer empathy, and people leadership**.
• Experience delivering solutions at **enterprise scale**.

Education & Training

Software Engineering Program
The Home Depot (Internal)

• Intensive 18-week engineering program focused on full-stack development, modern JavaScript frameworks, and enterprise practices.

What Sets Me Apart

• I design software with a **real-world understanding of customers and operations**.
• I communicate effectively with both technical and non-technical stakeholders.
• I bring ownership, accountability, and leadership to every team I join.

References available upon request.