

# MARGARITA BARBOTIKO

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Full Stack Web Developer with a customer relations background. Building better applications and business relationships through effective communication and relentless commitment. Dedicated to creating visually stunning interfaces in order to attract clients and fully functional applications to drive business and the retention of clients.

## TECHNICAL SKILLS

JavaScript, jQuery, React, HTML5, CSS SASS, Bootstrap, Materialize, Mobile First & Responsive Web Design, Media Queries, Photoshop, JSON, XML, API, REST, AJAX, MongoDB & Mongoose, MySQL & Sequelize, Node.js, Express, MVC, GIT, Unit Testing: Mocha & Chai, Microsoft Word, Excel & Power Point.

## SOFT SKILLS

Leadership, Influencing, Customer Service, Sales, Organization, Communication, Strong Presenting Skills, Budget Planning, Operations, Project Planning, Quality Assurance and Control, Scheduling, Task Delegation, Task Management, Critical Thinking, Negotiating, Conflict Resolution, Adaptability, Result Oriented.

## PROJECTS

### Cava Manager App

- A CRUD application restaurant administrator can use to add and remove menu items.
- *Full Stack Development*: Designed and developed webpage with React, Express & Express Router, MongoDB(mongoose) Bootstrap & CSS.
- <https://cava-manager.herokuapp.com/>

### Cava

- Restaurant webpage that showcases dishes, menu and location of restaurant.
- *Front End Development*: Designed and developed webpage utilizing AJAX, HTML, CSS, SASS, JavaScript, jQuery and Bootstrap.
- <https://mbarbotiko.github.io/cava/>

### Poke-Switch

- A memory game featuring Pokémon, play for a sense of pride!
- *Front End Development*: Designed and developed game utilizing React, ES6, JSX, CSS and Bootstrap.
- <https://morning-mesa-94984.herokuapp.com/>

### Neighborly

- A social media page for tenants in apartments. Gives people the ability to interact with one another.
- A group project in which my role was in *Back End Development*. My contributions were to develop the database using Mongo, create the schema and forms, as well as connect the forms to database. Implemented Cloudinary for upload to store user's media and utilized API routes to return users information to the interface. Assisted a team member in creating user posts. All technologies used: React, MongoDB, Express, Cloudinary and Auth0.
- <https://app-neighborly.herokuapp.com/>

## WORK EXPERIENCE

*IT Specialist*

July 2018 - Current

**People Net**, Minnetonka, MN

- Assist clients in troubleshooting and problem-solving application errors. Utilize critical thinking skills in order to effectively communicate specific directions to clients in order to resolve problems with software in a timely manner currently contributing to an average call time of 13:00 to overall department goal of 15:00.
- Ability to work under competing deadlines in order to contribute to departmental goals; achieved 98%/100% customer satisfaction score in August.
- Support other team members by answering their questions to help resolve client software and hardware malfunctions which improves overall client satisfaction and team morale.
- Utilizing SPLUNK in order to analyze Open Interface for data flow. Trouble shoot with customers in regards to how data is being sent to the OI and make recommendations on how to correctly format data.

*Store Manager*

July 2016 – July 2018

**Office Depot**, Savage, MN

- Boosted comp sales of 5.6% YOY by focusing on team development in core areas; customer engagement and interaction, knowledge of products and services, ARC 3 (ask, recommend, cross-sell.)
- Achieved customer satisfaction score of 91% surpassing company standard of 70% by coaching employees to effectively listen to clients and offer solutions.
- Attained shrink goal of .01% of budgeted .03% attributed to coaching, training and follow up on LP systems.

*District Manager*

January 2012 – July 2016

**Burger King**, Minneapolis, MN

- Direct Supervisor for 8 Burger King restaurants with sales volume of 10 million annual with territory span of Mall of America to Austin Minnesota.
- Achieved sales targets 13% over budget, sales growth attributed to effective communication and consistent follow up on operations, marketing, and execution of new products.
- Monthly presentations to groups of 80-120 employees to improve employee retention and overall knowledge of operations which improved turnover rate from 20% to 9%.
- Coached GM's on cost saving techniques and provided insights on areas of improvement to achieve District P&L cash-flow.
- Elevated HR compliance standards by holding regular training classes with all new members of management decreasing number of HR related incidents for District from 25 yearly to 4. Successfully opened new restaurants (MOA, Roseville, Shakopee, remodels: Faribault, Burnsville, Owatonna.)

## EDUCATION

**University of Minnesota**, Minneapolis, MN

*Full Stack Web Development Bootcamp*

An intensive 24-week long boot camp dedicated to designing and building web applications. Skills learned consisted of HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handlebars JS, & React Js.