

WILL SPINA

BROOMFIELD, CO | 727-377-9399 | WILLMSPINA@GMAIL.COM LINKEDIN

JUNIOR DEVELOPER: JAVASCRIPT | PYTHON | HTML | CSS | MYSQL

Full Stack Junior Developer with experience in software design. General knowledge in methodologies, frontend development, back-end integration, methods/functions, and UI/UX. Proficient and passionate in front end development and working towards completion of my PEGA certification. Experience in requirements elicitation, business operations, and process development.

CORE COMPETENCIES

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|----------------------|----------------------------|----------------------------|
| • JavaScript | • Process Development | • Exceptional Comm. Skills |
| • HTML/CSS | • Balsamiq Mockups | • Team Leadership |
| • Express/React/Node | • Software Implementation | • Microsoft Office |
| • MongoDB | • Requirements Elicitation | • Business Management |

EDUCATION, CERTIFICATIONS AND TRAINING

Per Scholas – CompTIA A+ and Security Fundamentals, Denver CO.

February 2022-Current

PROFESSIONAL EXPERIENCE

WAWA INC, ST. Petersburg, FL

General Manager (2018-2022)

- Manage store operation to ensure profitability, product delivery and reduce costs.
- Execution of organizational objectives, initiatives, and achievement of store and profit goals.
- Maximize store profitability and manage all controllable expenses.
- Modernized QA process to ensure accurate logging, testing, and resolving issues on the Radius system.

Assistant General Manager (2018-2018) → Promoted to GM

- Lead day to day operations of the store and support the General Manager
- Review business results, profitability, and plan for continued improvement.
- Order goods and scheduling labor along with overseeing all safety processes.
- Investigate software issues with Product Software Manager to ensure efficient processes and delivery.

Customer Service Manager (2017-2018)

- Assisted store management in customer service and product availability safety, shift management
- Developed and maintained relationships with customers and suppliers through account development.
- Supports and ensures customer satisfaction, maximize sales, and achieve established goals.
- Collaborate with team to discuss successful sales concepts resulting in opening new market in Florida.

Food & Beverage Supervisor (2016-2017)

- Managed store operations of the store when senior management is not present.
- Ensure efficient productivity, quality execution and ordering and tracking of food and beverage sales.
- Designed the Par system to increase quarterly fresh food gross profit in dense customer population and holiday sales.
- Restocked inventory and ingredient items to maintain optimal kitchen efficiency.

Customer Service Associate (2011-2016)

- Support the store and Management team
- Facilitate and perform tasks including customer service, food, and beverage preparation.
- Delivered exceptional customer service that supports the Wawa brand.
- Resolved concerns with products or services to help with retention and drive sales.