

Rachel Burkhardt

www.linkedin.com/in/rachel-burkhardt

<https://github.com/RBurkhardt87>

SUMMARY

Entry-level web developer with over a decade of experience in customer service and management, bringing strong problem-solving, communication, and project management skills. Motivated and detail-oriented individual transitioning into computer programming with hands-on experience in Java, JavaScript, React, and Spring Boot. Eager to apply technical skills and diverse background to contribute to dynamic development teams and deliver impactful software solutions.

LANGUAGES | FRAMEWORKS | TOOLS

Java, JavaScript | Spring Boot | MySQL Workbench

EXPERIENCE

Media Wrangler — LaunchCode Capstone Project

- Created an online platform to track users' movie consumption, allowing users to search for movies, discover where movies are streaming, and foster a community by writing reviews and sharing recommendations.
- Developed the ability to store user accounts, interactions, preferences, and comments in a database.
- Implemented features that allow users to like, rate and write reviews for movies they have watched.
- Built a searchable, user-friendly view that displays data from The Movie Database API.
- Full Project Tech Stack: Java, Spring Boot, JavaScript, MySQL, React, and The MovieDatabase (TMDB) API.

Online Store Inventory and Listing Associate — Wookie Family Finds

May 2024 - Present

- Assist with managing and growing the eBay store by handling key tasks, including collecting inventory, taking product photos, writing detailed descriptions, and posting items for sale.
- Provide customer support by addressing complaints and answering product-related inquiries.
- Developed and implemented an organized storage and inventory system that streamlined the process of posting, packaging, and retrieving items as they sold.

POS Administrator & IT Support/ Floor Manager/ Server — Broadway Oyster Bar

April 2021 - Present

- Configure and maintain the restaurant's POS system, optimizing button placement and screen layouts for efficiency, managing employee access, and troubleshooting POS and network-related technical issues
- Provide detailed menu explanations and personalized recommendations while efficiently submitting orders with clear preparation notes to ensure accurate and timely execution in a high-volume setting.
- Work closely with a team of 40+ staff per shift to streamline operations, ensuring smooth communication between front- and back-of-house teams.
- Manage guest flow and seating in a high-demand environment, balancing walk-ins and reservations for an average of 621 tables per weekend shift to maximize efficiency and revenue.
- Promptly address and resolve guest concerns and/or complaints, taking proactive steps to enhance the dining experience.

Private Practice International Board Certified Lactation Consultant, IBCLC — Rachel

Burkhardt, IBCLC

March 2021 - Present

- Collect, analyze, and interpret patient data to track infant growth trends, feeding effectiveness, and weight progression, using data-driven insights to adjust care plans.
- Design and maintain structured documentation, ensuring accurate and accessible records of consultations, assessments, and action plans to support informed decision-making.
- Utilize analytical problem-solving to assess maternal and infant health factors, identifying trends and implementing personalized solutions for optimal feeding success.
- Streamline processes for patient evaluations, improving efficiency in data collection and reporting to enhance patient care and follow-up strategies.
- Present complex health information in an accessible format, equipping families with the knowledge and tools to make informed decisions while providing ongoing support.

Bar Manager/ Bartender — Shamrock Bar and Grill

March 2011 - Feb 2021

- Developed and launched a website to improve customer engagement by providing essential business information.
- Established and managed the bar's social media presence, increasing customer interaction and event visibility.
- Led the transition to a new POS system, overseeing implementation, troubleshooting, and staff training.
- Analyzed customer feedback from online reviews to identify trends and improve service strategies.
- Designed and maintained employee scheduling processes to optimize coverage and operational efficiency.

EDUCATION

LaunchCode, Web Development, 2025

Birthingway College of Midwifery, Lactation Consultant Certification

Portland Community College

Psychology of Interpersonal Relations, Introduction to Business