

Amber Ridgeway

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launch_code

SOFTWARE ENGINEER IN ST. LOUIS, MO

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I embrace challenges, keep an open mind and utilize resources to identify and implement viable solutions. I am goal oriented and set personal goals to execute tasks both effectively and efficiently.

LANGUAGES

- JavaScript
- SQL
- Java
- HTML5/CSS3

FRAMEWORKS

- Spring Boot
- AngularJS

DATABASES

- MySQL

Awards

- Americas Retail Performance Excellence Award for Operations in 2011, 2013 & 2015

EDUCATION

LaunchCode, LC101 Programming Course — 2022

Southern New Hampshire University, A.S. Information Technology — 2017

- Member of The National Society of Leadership and Success
- Alpha Sigma Lambda Honor Society

PROJECT EXPERIENCE

Tech Jobs — Job Search Application

- Designed to search and add by skills, business, and search term.
- Database created with SQL in MySQL.
- Created with Thymeleaf template and MVC framework

WORK EXPERIENCE

Operations Coordinator, Tiffany & Company, Frontenac Missouri, November 2006 – Present

CUSTOMER SERVICE RESPONSIBILITIES:

- Respond to customer inquiries promptly and appropriately
- Determines customer needs by asking relevant questions and listening actively to their responses
- Cultivate customer-focused shopping environment by greeting and responding to all customers in a friendly manner
- Troubleshoot complex issues to identify applicable solutions that are suitable for the customer, yet compliant and aligned with policies and procedures
- Facilitate hardware and software requests for new and existing associates

OPERATIONAL RESPONSIBILITIES:

- Create and conduct Training for new and existing associates
- Store Key Holder
- Open and close store
- Mentor New associates to contribute to the store's positive culture
- Actively pursue personal learning and development opportunities
- Conduct interviews for potential employees

INVENTORY MANAGEMENT:

- Maintain and establish merchandising standards
- Supervise and direct all merchandise and shipment processing
- Conduct weekly cycle counts to ensure inventory accuracy.
- Inspect jewelry to ensure high quality standards are met
- Perform terminal analysis to confirm cash balances.
- Process reports to track all incoming and outgoing merchandise
- Execute store merchandise audits on a monthly basis
- Solve inventory issues using cycle counts and MIPS System