

Sydney Harrigan

Boston, MA | (617) 642-4532 | sydneyharrigan7@gmail.com | [linkedin.com/in/sydney-harrigan](https://www.linkedin.com/in/sydney-harrigan) | [Portfolio](#)

EXPERIENCE

Wayfair

Boston, MA

Partner Management Associate

June 2023 - Present

- Successfully resolve 60+ tactical supplier issues weekly, addressing costs, retails, inventory, and order management.
- Offered phone and video support to 80+ suppliers, offering system demonstrations, product analysis, and account setup assistance.
- Update internal resources to improve ticket resolution times and average supplier satisfactory scores by 10%.
- Engage in collaborative efforts across various departments to address IT, Help Desk, and financial issues, thus ensuring the uninterrupted flow of business operations.
- Monitor and manage team metrics, advising on impactful adjustments to elevate the supplier experience.
- Organize associates onboarding thorough peer partner programs, hands-on training, and shadow sessions.

Granite Telecommunication

Quincy, MA

Data Repair Analyst

August 2018 - May 2023

- Resolved 200+ T-Mobile site network outages monthly, coordinating with Inside Wiring and carrier technicians.
- Collaborated cross-functionally with inside wiring and carrier technicians generating 10+ weekly tickets to swiftly resolve outages.
- Communicated outage details and prepared talking points for team response to customer and carrier inquiries.

PROJECTS

ToDo List

github.com/SydneyGH/todo-list

- A todo list application created using Javascript, CSS, and HTML.
- Keep track of important daily tasks with this organized and easy to use tool.
- Create, strike-through, and delete elements from the created list.

Background-Generator

github.com/SydneyGH/background-generator

- A Background generator developed using Javascript, CSS, and HTML.
- Useful when looking for the perfect background color for any website/app.
- Mix and match 100+ colors in order to find the perfect color combination.

RoboFriends

github.com/SydneyGH/RoboFriends

- A simple website built using React.
- A list of accounts pulled from a local json file.
- Filter user accounts by searching for the first or last name.

SKILLS

Programming Languages: JavaScript, React, Nodejs, HTML, CSS, Bootstrap, Python

Operating Systems: Unix, Windows, Linux

Databases: SQLite, PostgreSQL, MongoDB, Numpy, Pandas

Other Tools and Technology: Git, RESTful API, Microsoft Excel, NPM

EDUCATION

University of Massachusetts Boston

Boston, MA

Bachelor of Science in Information Technology

CERTIFICATIONS

Udemy Online School

Course: Python Programming Masterclass