

Sydney Harrigan

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EXPERIENCE

Wayfair

Boston, MA

Partner Management Associate

June 2023 - Present

- Successfully resolve 60+ tactical supplier issues weekly, addressing costs, retails, inventory, and order management.
- Provide 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

FaceDetection

github.com/SydneyGH/FaceDetection

- A tool to detect a face within an image developed using Javascript and React.
- Post an image link in order for the tool to find the face in the image.
- The tool will highlight the person's face with a light blue box once found.

ToDo List

github.com/SydneyGH/todo-list

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

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 your website/app.
- Mix and match 100+ colors in order to find the perfect color combination.

SKILLS

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

Operating Systems: Unix, Windows, Linux

Databases: SQLite, PostgreSQL, MongoDB

Tools and Technology: Git, RESTful API, Microsoft Excel

EDUCATION

University of Massachusetts Boston

Boston, MA

Bachelor of Science in Information Technology

CERTIFICATIONS

Udemy Online School

Course: Python Programming Masterclass