Chales Hall

Software Developer

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📞 (206) 920-6624

📍 Wilmington, NC, 28401

EDUCATION

CODER FOUNDRY

Kernersville, NC

Software Development (Jun 2022)

Relevant Coursework

- .NET 6
- C#
- JavaScript
- SQL and PostgreSQL
- HTML
- CSS
- Bootstrap
- Heroku

GRIMSLEY SENIOR HS

27408, NC

High School Diploma (May 2001)

ADDITIONAL SKILLS

.NET 6

ASP.NET

MVC

C#

JavaScript

HTML

CSS

Bootstrap

SQL and PostgreSQL

CAREER OBJECTIVE

Adaptable professional with 14.5+ years of experience and a proven knowledge of cross-functional team building & leadership, organizational culture, and creative problem-solving. Aiming to leverage my skills to successfully fill the Software Developer role at your company.

EXPERIENCE

GENERAL MANAGER

Caliber Collision, 28461, NC / Nov 2019 - Feb 2022

- Oversee day-to-day operations, assign weekly performance goals and ensure their completion, and accomplish your own goals
- Recruit, onboard, and train high-performing employees to achieve sales, profitability, market-share, and business-plan objectives
- Maintain project timelines to ensure tasks are accomplished effectively
- Develop, implement, and maintain budgetary and resource allocation plans
- Delegate responsibilities to the best-qualified employees and enforce all policies, procedures, standards, specifications, guidelines, training programs, and cultural values
- Resolve internal staff conflicts efficiently and to the mutual benefit of all involved
- Examine damaged vehicles and estimate repair costs using Mitchell, Audatex and CCC1
- Work with insurance DRP partners to manage claims for our customers
- Ensure customer satisfaction with repairs
- Help ensure productivity within the shop

GENERAL MANAGER

Gerber Collision, Lynnwood, WA / Apr 2016 - Nov 2019

- Implemented and maintained open-door communication system, reaching employees across department lines.
- Developed long and short-range financial objectives, supporting company mission statement.
- Used customer feedback for improving operations and building brand loyalty.
- Prepared financial reports, clearly explaining operational effectiveness, trends and variances.
- Recruited team members for maintaining adequate staffing levels according to projected sales.
- Met safety and security standards by overseeing preventative maintenance and repairs.
- Established and maintained proactive human resource functions, complying with labor regulations.

CERTIFICATIONS

Codecademy - JS Completion Certificate

Codecademy - C# Completion Certificate

- Implemented appropriate plans for resolving unfavorable trends and enhancing profits.

STORE MANAGER
O'Reilly Auto Parts, Edmonds, WA / Sep 2014 - Apr 2016

- Managed store operations by ensuring exceptional performance and excellent customer service.
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- Interacted with my team and customers on a daily basis to resolve inquiries and complaints to maintain a smooth working environment, and enjoyable shopping experience both to retail and commercial customers.
- Consistently made 15-20 outside sales calls per week to local commercial customers to maintain and build business relationships.
- Trained and supervised employees.
- Oversaw all cash handling within the store and reconciled any irregularities with my LP auditor.
- Conducted daily, weekly and monthly cycle counts to ensure inventory accuracy.
- Worked with both my District and Regional Managers, and was responsible for setting both personal goals for my employees as well as monthly, quarterly and yearly goals for my store.
- Reviewed all P&L reports on a monthly basis to monitor and reduce all controllable expenses.

Accomplishments:

- In each of my last six months, my store was consistently averaging more than
- 6% same store sales growth.
- Created a set of strategies that helped lower payroll goal by 4% in each of the last 5 months, thereby increasing profits.