ANDRE BESSETTE

Stillwater, MN
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SUMMARY

Dynamic IT Director and Full-Stack Web Developer with a strong background in marketing and communications. Proven expertise in managing IT infrastructure, achieving PCI compliance, and implementing cost-saving measures. Adept at leading teams, modernizing technology environments, and crafting strategic IT policies. Skilled in full-stack development, leveraging technologies like JavaScript, React, Node.js, and MongoDB to build robust applications. Strong problem-solver with excellent communication skills, capable of managing multiple projects simultaneously. Passionate about continuous learning and adapting to new challenges, bringing a love of technology and innovation to every project.

TECHNICAL SKILLS

Technical Languages: JavaScript | HTML | CSS

Applications: Node.js | React | MongoDB | GraphQL | Bootstrap | jQuery | Express | Agile Web Development | Next.js | Tailwind CSS | OOP | SQL | WordPress | CRM | Git | Flexbox | Zoom | Slack | Microsoft Word | Excel | MailChimp | Adobe Suite

EXPERIENCE

IT Director   October 2023– Present
River Market Community Co-op   Stillwater, MN

- *Manage Relationship with MSP: Oversee collaboration with Managed Service Provider to ensure seamless IT operations and support.*
- *Achieved PCI Compliance: Led the organization to achieve and maintain PCI compliance, ensuring secure handling of cardholder information.*
- *Policy Development and Implementation: Authored and implemented comprehensive IT policies to enhance security, efficiency, and compliance across the organization.*
- *Infrastructure Modernization: Upgraded and modernized IT infrastructure and equipment, resulting in improved performance and reliability.*
- *Cost-Saving Measures: Identified and implemented efficiencies and cost-saving initiatives, reducing overall IT expenses while maintaining service quality.*

Marketing Manager   June 2009 – October 2023
River Market Community Co-op   Stillwater, MN

Developed and executed strategic plans for communications, supporting the vision and goals of the General Manager and Board of Directors. Enhanced and evolved the brand through storytelling. Public face representing the organization. Point of contact and customer service representative for over 6,700 members.

Key Accomplishments:

- *Led the design and facilitation of a donations program, raising over $40,000 annually for local non-profits*

- *Boosted sales by 64%, increased customer base by 66%, and doubled membership by 101%*
- *Created a grant program for local farmers and producers, overseeing all fundraising initiatives*
- *Enhanced internal organizational communication and efficiency through a variety of strategies and approaches, including implementation and management of Slack*
- *Streamlined operations by developing standardized templates for procedures across the organization*
- *Authored successful applications, resulting in numerous awards for store and team members, including being awarded one of Progressive Grocer's Top 25 Independent Grocery Stores in 2023*
- *Represented the organization at national conferences, most recently presenting at the 2023 Marketing Matters conference*
- *Designed and executed a customer service training program, resulting in significant increases in customer satisfaction metrics*
- *Consistently met and exceeded key performance indicators while adhering to strict budget constraints*
- *Stepped into the role of Interim General Manager, overseeing day-to-day operations, managing teams, and liaising with the Board of Directors during the transition period*

EDUCATION

Boot Camp Certificate: *University of Minnesota, Minneapolis, MN*
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, jQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, GraphQL and ReactJS.

Bachelor of Arts in Biology: *University of Minnesota, Twin Cities, MN*