# Alyssa S. Cucunato

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## Web Developer
## & Skilled Manager

Ambitious full-stack web developer with a background in retail-management. Effective at combining creativity and problem solving to develop user-friendly applications. Passion for writing clean code while concentrating on details no matter the complexity of the project. Dedicated and skilled manager with over a decade of progressive experience training and mentoring staff to deliver exceptional service while promoting organizational objectives and increasing revenue. Analyze information and implement process improvements to achieve established goals. Talented communicator able to calmly and effectively resolve conflict and address concerns.

- Store Operations
- Customer Service
- Inventory Management

- Relationship Development
- Project Management
- Staff Training & Leadership

- System & Process Improvement
- Visual Merchandising
- Conflict Resolution

## Technical Skills &
## Applications Built

### Languages

HTML5, CSS3, JavaScript, Media Queries, jQuery, Java, Bootstrap, JSON, REST, AJAX, APIs, Express.js, Node.js, various NPM packages, Database Theory, MySQL, Sequelize, Command Line, Git, Github, application deployment using Heroku and exposure to testing using TDD method.

### Projects

**Pooch Quest**

- An application that assists the user in finding their perfect dog. As soon as the user searches, Pooch Quest gives relevant information about their desired breed along with adoptable dogs in their area.

- One of four developers responsible for front and back-end development, styling front-end along with AJAX calls to APIs.

• Front-end built using Materialize and back-end created with JavaScript, JQuery using AJAX calls to TheDogAPI, and PetFinderAPI to pull relevant data for the application and dynamically append to the page.

• View the application: Pooch Quest • View the code: GitHub Repository

**Trip Tips**

• A full-stack web application that assists the user in creating, viewing, and reviewing user-generated trip itineraries including itineraries for the most visited cities in the US.

• One of four developers, I was responsible for front and back-end development; created and designed the front-end of this application along with handling routes for AJAXs calls to back-end server and APIs.

• Front-end built using HTML, CSS and Bulma for a polished user interface, this app utilizes the MVC paradigm and our own server-side API, AJAX calls to get, pull and push data, Node.js for back-end, Express.js for routing and MySQL & Sequelize for saving data.

• View the application: Trip Tips • View the code: GitHub Repository

## Career Experience

**Senior Store Operations Specialist**, Henri Bendel, New York, NY          2018 to 2019

Supported smooth store operations by managing all store communications, sending weekly emails, updating the communication portal, executing transfers, and maintaining knowledge of products, incentives, and store programs. Partnered with merchants, finance, PR, marketing, and visual merchandising to coordinate distribution of weekly information, including product updates, visual guides, signage, and reports. Trained and mentored store managers to accurately and efficiently complete operations processes, and perform inventory control, cycle counts, and store transfers. Provided leadership, training, and support to employees to encourage collaboration, teamwork, and personal growth. Assisted with resolution of customer issues by researching incidents and ensuring resolutions that meet store standards.

- Designed and distributed new management on-boarding training guide that resulted in consistent and seamless onboarding of new management staff, and reduced training time by half.
- Established and launched Bendel Experience Program across 28 stores, improving customer in-store experience 35%.
- Coordinated annual store manager conference in partnership with operations manager, developing programs, marketing, and visual plans that drove business results.

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**Store Manager**, Henri Bendel, Cherry Hill, NJ | King of Prussia, PA | Santa Clara, CA     2014 to 2018

Assisted in managing retail store, and oversaw sales and operations while providing excellent leadership and guidance to staff members. Performed opening and closing procedures, monitored and maintained store inventory, and applied promotions to improve sales. Recruited, hired, trained, mentored, and disciplined employees to promote professional development and maintain excellent customer service. Maintained sales records, designed employee schedules, and addressed customer service issues.

- Increased store sales in Santa Clara 15% by analyzing key business metrics, identifying opportunities, and implementing impactful solutions, including adjusting store goals and objectives.
- Launched store social media program at King of Prussia store, managing monthly Instagram calendar, partnering with marketing and public relations team to promote in-store events and curate content.
- Trained and on-boarded new store managers company-wide, and acted as area manager, completing weekly store visits to complete visual walk-throughs and provide constructive feedback.
- Recruited and mentored #1 seller in district and store, delivering 35% of total store volume.

## Additional Experience

**Co-Manager**, Henri Bendel, Cherry Hill, NJ                                           2011 to 2014

**Full-Time Sales Associate**, Juicy Couture, King of Prussia, PA                    2008 to 2011

## Education

### UPenn Coding Bootcamp - Javascript Full-Stack Web Development
University of Pennsylvania, Philadelphia, PA
An intensive 24-week long boot camp dedicated to designing and building web applications. Skills learned consisted of HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

### Bachelor of Science in Fashion Merchandising
Philadelphia University, Philadelphia, PA

Study Abroad, American University of Rome, Fashion Merchandising