

ALLISON NAULT

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Summary

A recent full-stack bootcamp graduate eager to apply everything I've learned and continue learning more. Highly detail oriented, and a great problem solver, I have always been a top performer. Experienced in overseeing multiple departments, training staff, and developing team members.

Work Experience

Regional Operations Manager

Brooklyn Boulders - Chicago, IL

April 2022 - January 2023

- Supported product growth by ensuring programs, classes and other offerings were properly staffed and scheduled
- Oversaw group fitness & personal training, climbing programs, youth programs, retail, customer experience, and front desk operations for two Chicago Facilities.
- Prepared and submitted bi-weekly payroll for two facilities (~84 employees).
- Facilitated monthly staff scheduling at two facilities to ensure maximum efficiency and productivity of all team members.
- Directly managed and supported the Customer Experience Team responsible for responding to online service requests.

Lead Community Advisor

Brooklyn Boulders - Chicago, IL

January 2021 - April 2022

- Built a collaborative sales team culture with a focus on training, coaching, and implementing best practices to unleash potential of sales representatives to maximize results.
- Created workflows and automations within Hubspot CRM to improve guest traffic management and membership sales
- Increased national membership base ~3x to 10k active members between April 1 - September 2021, achieving best sales months ever in company history in Q2 of 2021.

Community Advisor

Brooklyn Boulders - Chicago, IL

August 2020 - January 2021

- Leader in membership sales, averaging 30+ sales/ month
- Proficient in using Hubspot CRM for sales outreach and lead management

Front Desk Operations

Brooklyn Boulders - Chicago, IL

February 2020 - August 2020

- Implemented stringent COVID-19 safety protocols, delivering 40,000+ unique guest check ins in 2H 2020 without any reported virus transmission within facilities.
- Provided customer service to guests and members, including check-ins, facility orientations, retail POS, and COVID screenings
- Opening and closing procedures

Retail Store Manager

Beadniks Chicago - Chicago, IL

July 2012 - February 2020

- Delivered excellent customer service by greeting and assisting each customer.
- Shared product knowledge with customers while making personal recommendations.
- Updated and edited store website.
- Interviewed, supervised and trained employees.
- Oversaw inventory management.
- Instructed workshops on jewelry making techniques.

Education

Certificate in Full Stack Web Development

Northwestern University Full-Stack Flex Boot Camp - Evanston, IL
January 2023 - April 2023

Bachelor of Fine Arts

Elmhurst College - Elmhurst, IL
August 2007 - May 2011

Skills

- Web development
- React
- JavaScript
- CSS
- HTML
- SQL
- NoSQL
- GitHub
- MongoDB
- MySQL
- Express
- Node.js
- Handlebars
- JQuery
- Bootstrap
- APIs