

Michael David Bridgeman

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CORE COMPETENCIES

Self-motivated	Microsoft Suites	HTML
Adaptable	VinSuite	CSS & SASS
Positive team member and leader	ShipCompliant	JavaScript
Superior Customer Service	RMS Manager	WordPress
Proven ability to train	Podium	Visual Code Studio
Efficient problem-solving	RMS Manager	Git and GitHub
Strong work ethics		

EDUCATION & SPECIALIZED COURSEWORK

Sonoma State University, Rohnert Park, CA

Bachelor of Science, Business Administration, Concentration: Marketing and Wine Business Strategies

Santa Rosa Junior College, Santa Rosa, CA

Web and Mobile Front-End Skills Certificate | December 2021

Associate in Science, Full-Stack Developer | December 2022

Web Development 1 at Santa Rosa Junior College- HTML and CSS | Summer 2021

Created a website with only HTML and CSS

Web Development 2 at Santa Rosa Junior College-Bootstrap and WordPress | Fall 2021

Created a website with HTML, CSS, Bootstrap, and JavaScript Libraries

Web Development 3 at Santa Rosa Junior College- JavaScript and jQuery | Fall 2021

Web and Digital Media Projects at Santa Rosa Junior College | Spring 2022

Worked with a team to revamp a music instructor's website

Server-Side Web Development at Santa Rosa Junior College | Fall 2022

Created websites using backend development

EMPLOYMENT EXPERIENCE

CREW MEMBER | TRADER JOE'S #198, NOVATO, CA.

NOVEMBER 2021 - NOW

- Provide the customer with an exceptional experience by answering their questions about products, greeting customers, maintaining the store was clean, making sure the shelves are fullied stocked, and giving great service at the register.
- Order the eggs and fresh juice products ensuring proper rotation and never being out of stock of those items.
- Train new employees on how to work the register, stock products, and the store's policies for products and customers.

TASTING ROOM LEAD | SONOMA COAST VINEYARDS, BODEGA BAY, CA.

APRIL 2021 – NOVEMBER 2021

- Served in the capacity of daily Manager on duty, when needed. Duties included opening and closing the property, management of daily operations: assignment of staff schedules, daily problem resolution, and promotion of sales goals.
- Multi-tasking in a fast-paced environment, which includes selling wine, wine club, answering customers' questions, phone calls, emails, Podium, and washing glasses.
- Updated the point-of-sales materials in the tasting room, including order forms, tasting menus, and wine-by-the-glass menus.

TASTING ROOM OPERATIONS COORDINATOR | BLACK STALLION ESTATE WINERY, NAPA, CA.

JULY 2011 – JULY 2020

- Served in the capacity of daily Assistant Manager and Manager on duty, when needed. Duties included opening and closing the property and managing daily operations (assignment of staff schedules, temporary help requisitions, daily problem resolution, and promotion of sales goals).
- Managed all aspects of the tablet registers. Ensured systems were up to date and staff was trained, and aware of changes to the system. Resolved any exceptions that occurred on time.
- Functioned as Administrator for the POS system. Created new items in both POS and ShipCompliant. Worked with the DTC team to ensure all changes were done correctly and mirrored exactly in both systems. Updated information as needed.
- Successfully coordinated with the DTC team to create tasting notes/technical information on new releases and disseminated tasting notes to the entire winery.
- Created kits and special pricing/promos in the POS environment to complement eCommerce campaigns.
- Oversaw all tasting room shipping orders. Worked with Inventory Coordinator and shipping companies in areas of compliance, order fulfillment, shipping, and customer follow-up on any shipping issues.
- Resolved any complex customer service issues in the tasting room.
- Promoted from Tasting Room Sales Associate.

TASTING ROOM ASSOCIATE | SEBASTIANI VINEYARDS, SONOMA, CA.

JUNE 2008 – MAY 2011

- Educated visitors about Sebastiani wines, viticulture, the estate, and the winery's history.
- Conducted tours for public and private tastings for V.I.P. customers, tour groups, and wine club members.
- Responsible for cleaning the tasting bar and maintaining stock throughout business hours.

MARKETING COORDINATOR | FOLEY FAMILY WINES, SONOMA, CA.

APRIL 2010 – NOVEMBER 2010

- Promoted from E-Commerce and Marketing Coordinator.
- Used Adobe InDesign and Photoshop.
- Prepared and shipped wine samples to the sales team and press.
- Coordinated trade and tasting events for the various wineries.
- Maintained records of press articles and wine reviews/ ratings for each winery.