

Michael David Bridgeman

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CORE COMPETENCIES

Self-motivated	Microsoft Suites	RMS Manager
Adaptable	VinSuite	HTML
Positive team member and leader	ShipCompliant	CSS
Superior Customer Service	COREsense	Basic JavaScript
Proven ability to train	Podium	jQuery & Bootstrap
Efficient problem-solving	FedEx Ship Manager	Retail Management Systems
Strong work ethics	UPS WorldShip	

EDUCATION & SPECIALIZED COURSE WORK

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

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

EMPLOYMENT EXPERIENCE

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

APRIL 2021 – NOW

- Serve in 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.
- Update 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 capacity of daily Assistant Manager and Manager on duty, when needed. Duties included opening and closing the property, management of 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 in a timely manner.
- Functioned as Administrator for the POS system. Created new items in both POS and ShipCompliant. Worked with DTC team to ensure all changes were done correctly and mirrored exactly in both systems. Updated information as needed.
- Successfully coordinated with 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 compliment 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.