

Michael Bridgeman

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PROFESSIONAL SUMMARY

I am an enthusiastic, motivated, and passionate entry-level web developer. Recently I earned my Associate of Science degree in Web Full-Stack Development. I bring 15 years of customer service experience, where I honed my ability to understand and adapt to customer needs. I successfully built and administered the tablet program at Black Stallion Estate Winery, showcasing my web and app technologies proficiency. Skilled in HTML, CSS, JavaScript, and React, I have hands-on experience with front-end development. Complemented by a solid foundation in Node.js and Git, I am eager to contribute my knowledge and learn new concepts quickly. As a self-motivated team player with a strong work ethic, I am ready to apply my problem-solving skills and deliver efficient solutions in a web development role.

CORE COMPETENCIES

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|--------------|----------------------|--------------------------|
| • HTML | • Node.js | • FedEx and UPS Software |
| • CSS | • WordPress | • Microsoft Suites |
| • SASS | • Git | • VinSuite |
| • Bootstrap | • Github | • ShipCompliant |
| • JavaScript | • Visual Code Studio | • RMS Manager |
| • React | • Slack | • Podium |

EDUCATION & SPECIALIZED COURSEWORK

Santa Rosa Junior College, Santa Rosa, CA

Associate in Science, Web Full-Stack Developer | December 2022

Sonoma State University, Rohnert Park, CA

Bachelor of Science, Business Administration,

Concentration: Marketing and Wine Business Strategies | December 2008

BitWise Industries, Fresno, CA

EMPLOYMENT EXPERIENCE

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

NOVEMBER 2021 - PRESENT

- 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 fully stocked, and giving great service at the register.
- Order 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. 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 included 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

- 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.

SOFT SKILLS

- Self-motivated
- Adaptable
- Learn new concepts quickly
- Positive team member and leader
- Superior Customer Service
- Proven ability to train
- Efficient problem-solving
- Strong work ethics