### Chris Alberg

San Diego, CA 92116 | (760) 333-8017

chris\_alberg@yahoo.com

Dynamic professional with a broad background in leadership positions, transitioning to a new career utilizing skills learned at UCSD Full Stack Developer Bootcamp. Skilled in collaborating with all members of the organization to achieve business and economic objectives. Proficient in HTML5, CSS3, JavaScript, Java, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, Bookshelf.js, MongoDB, MySQL, Command Line, and Git..

# Professional Experience

**Torrey Holistics,** San Diego, CA 2018 – 2019

***Delivery Dispatch*** *May 2018- June 2019*

Helped to establish delivery service for an established company, allowing them to reach new customers and provide better customer service. Navigating changes with local laws and changing technology to meet customer and business needs. I worked with the owners and my team to meet the goals for the store.

* Provide customer support for website and troubleshooting
* Manage multiple systems to coordinate staff and drivers
* Improved efficiency of routes and ordering system
* Handled customer issues/complaints

**San Diego Surf Company,** San Diego, CA 2017 – 2018

***Store Manager*** *November 2017- April 2018*

After relocating to San Diego, I began working with the most iconic surf shop in San Diego in the heart of Seaport Village. I quickly identified opportunities with key products and need for improved service. I enjoyed training associates to improve UPT and average transaction. I worked directly with the owner to meet their goals for the store.

* Improved sales YOY through personalized customer service
* Trained new associates on company standards, product knowledge, and customer service
* Merchandise products to improve sales and customer experience
* Reduced loss of product through improved security protocols
* Handled customer issues/complaints

**H&R Block,** Big Island of Hawaii 2008 – 2017

***Area Manager | Instructor | Tax Professional****, 2008 – 2017*

Brought on board as the only leader with tax office and multi-unit experience. I enjoyed being a mentor to my peers and the new challenges that came from this new role. I relocated to the Big Island of Hawaii to manage a team of Franchise converted offices. I immediately began recruiting experienced tax preparers and new candidates into my tax class. I was able to grow the staff to meet client demand, and had success in growing the office in Revenue, Returns, Client Satisfaction, and Manager Quality Index.

* Led and instructed 6-30 associates per group, providing tax and sales training while complying with company’s procedures and government regulations.
* Interviewed, hired and trained 35 tax preparers and receptionists.
* Increased new clients 27% with persuasive sales and marketing methods; achieved 11% total returns and improved net promoter score by 26% year-over-year (YOY).
* Developed local marketing plans to grow our client base within our community. Identified Business to Business (B2B) opportunities, organized presentations with for-profit and nonprofit businesses, directed staff to distribute flyers, attend community events, and execute visibility plan-o-gram.
* Built business-to-business partnerships with regional restaurants and enterprises to offer preferred pricing and services to employees.

# Education

**Bachelor of Arts in Economics**, University of California, Santa Barbara, California

**Full Stack Developer Bootcamp,** University of California, San Diego, California