

Debra Watkins

Customer Happiness Specialist/Web Developer

503.432.6607



debwatins2@gmail.com



Portland, OR



SKILLS

Customer Support/Happiness

Recruiting/training teams

Conflict Resolution

Public Speaking

Grant Writing

Project Management

Social Media/Blogging

HTML5

CSS3

JavaScript

jQuery

WordPress

Bootstrap

Sketch

Git/Git Hub

Command Line

EDUCATION

PSYCHOLOGY

University of Nevada, Reno

SOFTWARE DEVELOPMENT

Free Code Camp

Udemy

Practical Javascript

Harvard CS50

PROFESSIONAL PROFILE

I am an experienced and accomplished entrepreneur looking to utilize my 10+ years of superior customer service, project management, recruiting/training teams, public speaking and crisis management. It is my desire to leverage these skills along with my coding education into a remote customer success/technical support position.

[Portfolio](#)



[Git Hub](#)



[Facebook](#)



[Twitter](#)



EXPERIENCE

Freelancer

Created with Coffee & Code || October 2016 to Present

Along with my coding classes I have been creating landing pages, websites and newsletters for local small businesses.

COO

Watkins Restoration & Restyling || January 2007 to July 2016

- Created a customer outreach program that provided pictures, videos and "live-feeds" so that customers could stay in touch and be involved in their projects. Increased customer retention 73%.

- Built website from template with e-commerce. Increased restoration inquiries by 48%. Increased parts sales by 66%.

- Created a searchable database of parts suppliers to make parts searches more efficient.

Owner/Pastry Chef/Cake Designer

White Rose Bakery || May 2002 to July 2014

- Instituted a customer happiness program, retained over 40% of clients through five years.

- Built template based website, increased sales 43%

- Met with potential couples. Provided an upscale experience, booked 83%.

- Instituted a project management system to assure that no details were missed.

Pastry Chef/Management Team

Stanford Sierra Camp || March 2000 to July 2002

- Worked with chef on large projects, weddings/events for up to 450 guest.

- Assisted in recruiting/training/managing new kitchen crew every 4 months.

- Instituted a guest happiness program with a database of allergies, favorite dishes, birthdays and anniversaries.

Psychiatric Emergency Services/Case Manager

El Dorado County Mental Health

- Developed and presented workshops on Conflict Management: workplace, school and relationships.

- Responded to emergency room & law enforcement requests for 5150 evals.

- Assisted mentally ill clients in independent living skills and placement.