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Summary

Experienced and driven with over five years professional experience & dedication at DoorDash and a proven track record of upward mobility and success.

In software development, I have built full stack applications using a variety of programming languages and tools including Javascript, Python, Django, React, MongoDB, and Node.js.

In strategy & operations I am skilled in project management, strategic planning, SQL, data analysis, data entry, auditing, operations management, Microsoft Excel, data mining, account management.

Experience

Senior Strategy & Operations Associate

DoorDash

Aug 2021 - Dec 2022 (1 year 5 months)

- Conducted data analysis by writing SQL queries in MODE to extract large data samples related to merchant inquiries, such as sales, reconciliations, and consumer reports
- Collaborated with account owners to ensure smooth onboarding of merchants and resolve any issues that may arise during the process
- Developed and implemented projects related to commission audits, process gaps, and document improvements to enhance operational efficiency
- Participated in Quarterly Business Reviews (QBRs) with post-sales team members to establish strong relationships with merchants and devise sales strategies.

Lead Merchant Operations Associate

DoorDash

Jul 2019 - Aug 2021 (2 years 2 months)

- Established and managed team structure, including creating training documents and schedules, conducting team meetings, and tracking metrics
- Assisted merchants with building menus, resolving logistical issues, and addressing concerns with delivery metrics
- Designed email campaigns based on merchant promotions and increased awareness of new locations and merchants
- Trained new merchants on platform tools and navigation to facilitate their onboarding.
- Created and built out a team structure such as: training docs/schedule, team meetings, setting performance metrics.

Non-Partner Launch Lead

DoorDash

Mar 2019 - Jul 2019 (5 months)

- Conducted thorough data verification to ensure accuracy before uploading large amounts of data to the platform
- Created and streamlined standard processes to work cross-functionally with vendors & stakeholders
- Facilitated communication between internal teams and vendors to coordinate and meet deadlines
- Analyzed and provided feedback on team processes to improve efficiency
- Monitored and reported on the quality of work provided by third-party vendors.

Senior Onboarding Representative

DoorDash

Jan 2018 - Mar 2019 (1 year 3 months)

- Managed merchant onboarding by coordinating with Pre-Sales to handle internal data on merchants
- Addressed menu issues and complaints received through activation team requests
- Facilitated the process of partnering with merchants and bringing them onto the platform.

Enterprise Menu Team

DoorDash

May 2017 - Jan 2018 (9 months)

- Developed proficiency in SQL to extract menu data and locate specific item information
- Entered and updated menus efficiently and accurately, paying attention to detail
- Collaborated with high-level merchants on the platform to coordinate menu roll-outs
- Worked across teams to provide top partnered merchants with a positive experience in menu support.

Education



Arizona State University

Bachelor's degree, Philosophy



General Assembly

Certificate, Full Stack Software Engineering

2023 - 2023

Skills

Python (Programming Language) • Django • React.js • Node.js • Microsoft Excel • MongoDB • Account Management • Cascading Style Sheets (CSS) • HTML5 • JavaScript