DONNA BURNS

Highlands, NJ
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Portfolio: *donnaburns.me*

SUMMARY

Front End Web Developer harnessing two decades of experience in client retention, event management, and business ownership. Excelling in project management, problem-solving, and team collaboration. Received certification from Rutgers University EdX Full Stack Web Development Boot Camp. Eager to leverage both technical and leadership skills to create innovative scalable web solutions.

TECHNICAL SKILLS

HTML5, CSS3, JavaScript ES6+, GitHub, React.js, SQL, NoSQL, Node.js, jQuery, Bootstrap, Handlebars, MERN Stack

PROJECTS

Beacon Consulting and Advisory
beaconconsultingandadvisory.com │ github.com/donnacancode/beacon-consulting
- *Website created for a financial auditing and consulting business*
- *Role: Sole author*
- *Utilizes React, HTML, CSS, JavaScript, GoogleFonts*

Guess the Number
donnacancode.github.io/Guess-the-Number/ │ github.com/donnacancode/Guess-the-Number
- *A retro-inspired guess the number game*
- *Role: Sole author*
- *Utilizes HTML, CSS, JavaScript, GoogleFonts*

Note Taker
https://note-taker-yybu.onrender.com/ │ https://github.com/donnacancode/Note-Taker
- *A web-based app to create, read, update, and delete notes*
- *Role: Sole author*
- *Utilizes Node.js, Express.js, HTML, CSS, Javascript*

EXPERIENCE

Owner/Founder   **2020-Present**
Shore Thing Pet Concierge   **Highlands, NJ**
As the founder of Shore Thing Pet Concierge, I harnessed my passion for animals to build a successful business, generating consistent revenue while pursuing work I truly enjoy.
Key Accomplishments:

- Successfully manage a thriving pet care business, consistently delivering exceptional service and building a loyal client base through personalized care.
- Streamline operations by developing and maintaining an efficient scheduling system, ensuring seamless service delivery and high client satisfaction.
- Build strong relationships with clients through clear, effective communication, tailoring services to meet individual pet needs and ensuring trust and reliability.
- Implement safety protocols and maintain high standards of cleanliness and hygiene, ensuring the health and well-being of all pets under care.
- Leverage marketing strategies, including social media campaigns and word-of-mouth referrals, to grow the business and attract new clientele.

Admin and Events Manager   **2020-2024**
Ross Brewing Company   **Port Monmouth, NJ**
Functioned as the Operations Manager for a newly launched brewery, overseeing all aspects of event management, staff supervision, and regulatory compliance to drive business success from the outset.
Key Accomplishments:

- Spearheaded the development and execution of weekly events, resulting in a 30% increase in customer engagement and boosting brand visibility by 20% over one year.
- Strategized, organized, and led large-scale festivals, attracting over 500 attendees per event and enhancing brand recognition while maintaining full compliance with safety regulations.
- Ensured full compliance with state, local, and federal regulations regarding alcohol production, safety, and environmental standards, with zero compliance issues or incidents reported.
- Developed and implemented comprehensive policies and procedures for the tasting room launch, contributing to a successful opening that exceeded revenue projections by 10%.
- Hired, trained, and managed a team of 15 taproom staff, optimizing staffing schedules to reduce payroll expenses by 15% while maintaining high service standards.
- Acquired proficiency in payroll management, effectively overseeing employee compensation and maintaining budget adherence with zero discrepancies.
- Demonstrated quick decision-making and adaptability in fast-paced environments, ensuring seamless operations and preventing potential disruptions during high-volume events.

Program Manager/Coordinator   **2007-2019**
Roosevelt Island Operating Corporation   **Roosevelt Island, NY**
Effectively functioned as the Manager for the Parks and Recreation Department, overseeing the launch of key initiatives such as the 'Civic Permits' online portal and website redesign for enhanced community engagement. Led major event planning, facility management, and team leadership efforts, driving operational efficiency and establishing the department as a vital community asset.
Key Accomplishments:

- Led the design and launch of the 'Civic Permits' portal, significantly reducing manual administrative tasks and improving customer satisfaction by providing a seamless, self-service platform for event bookings and payments.
- Spearheaded the redesign of the Parks and Recreation website, increasing user engagement by 25% and simplifying facility reservations for residents and external organizations.
- Managed membership protocols for over 500 tennis court members, boosting facility utilization and ensuring streamlined access control.
- Directed the successful execution of diverse community events and festivals, achieving high client satisfaction while ensuring regulatory compliance.
- Developed and implemented Standard Operating Procedures, adopted organization-wide, enhancing efficiency and consistency in event management.
- Recruited, trained, and managed a high-performing team of support staff, fostering a collaborative environment and ensuring optimal service delivery.
- Coordinated high-profile events such as corporate gatherings and film shoots, contributing to department revenue growth and strengthening its role as a key organizational asset.

EDUCATION

Certificate, Full Stack Web Development Boot Camp - *Rutgers University/EdX*   *New Brunswick, NJ*
An intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handlebars.js, and ReactJS.

Bachelor of Arts, History/Psychology - *Rutgers University*   *New Brunswick, NJ*