# Patrick Duquette

Patrick@PatrickDuquette.com  |  825 Autumn Sage Way Pflugerville TX, 78660  |  (512)660-4205
LinkedIn: https://www.linkedin.com/in/patrick-duquette-b395b3196/
Github: https://github.com/duquetteman
Website: http://PatrickDuquette.com

## Summary

Accomplished professional with years of experience in coaching and leadership. CAPM Project Management certification and an MBA with an emphasis in finance. Currently completing a full stack web developer bootcamp at the University of Texas.

## Highlights and Projects

• Exposure to MySQL, Python, Tableau, Javascript, Node.js, HTML, CSS, jQuery, Responsive design, Bootstrap, React.js, MySql, MongoDB, Heroku.

• 2018 - Developed training materials for advisors and team managers to help drive service and repair interactions with customers. These resources focused on ensuring quality service interactions, delivering accurate data to customers, and driving performance in key evaluation metrics.

• 2017 - Analyzed Correlation Coefficients for team stats to drive customer satisfaction metrics. Used analysis to implement coaching plans and drive adoption by senior management.

• 2015 - Increased Team Manager productivity and coaching effectiveness by creating a time and activity tracker to manage task completion. This tool was distributed and adopted by several team managers.

## Experience

**Apple, Inc** - (Austin, TX and Des Moines, IA) - February 2011 – Nov 2019
**AppleCare Senior Advisor — Team Manager Apprentice — Retail Expert and Trainer**
• Coached over 200 advisors while on manager rotations lasting up to 90 days
• Consistently exceeded expectations for teamwork, innovation and results
• Chosen to lead the training and mentoring initiatives in Iowa Apple Store; responsible for mentoring and onboarding all new employees

**Mel Foster Co and Patrick Properties** (Bettendorf, IA) - June 2007 – January 2011
**Realtor and Property Manager**
• Developed process improvements for online marketing, which increased closing ratio by 300%
• Started a property management company to manage residential and commercial real estate

## Education and Certifications

2020 — **Full Stack Web Development** — Coding Bootcamp at University of Texas – Austin, TX
2020 — **CAPM — Certified Associate of Project Management** — PMI — Austin, TX
2017 — **IT Project Management** – PMP/CAPM Continuing Education Certification
2017 — **Apple Certification** — Business Integration — Apple — Austin, TX
2010 — **Master's Degree — Business Administration (MBA)** — Ashford University — Clinton, IA
2001 — **Bachelor's Degree — Psychology** — Iowa State University — Ames, IA