
Derek James Fry
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Seasoned customer service professional and project manager in an expanding technical environment. Proven track record of excellence in prioritizing workloads in a multi-tasked, fast-paced environment while maintaining acute attention to detail. Conscientious team player with abundant experience collaborating with internal and external partners at all levels of technological literacy. Experienced in the writing and execution of test cases, Agile project management, development, and deployment. Passionate about building workable and user-friendly interfaces emphasizing quality, usability, and continuous improvement.

PROFESSIONAL EXPERIENCE

HieCOR Scottsdale, AZ

Project Manager

January 2019 – Present

- Managed development lifecycle, participating in analysis and scope definition through testing and deployment.
- Assisted in Agile project management including delegation of tasks within defined scope.
- Interfaced between clients and developers. Intelligently interpreted desired features and translated into systematic coding solutions.
- Established critical path and oversaw development of necessary code changes.
- Enhanced individual user experience while ensuring global usability stayed intact.
- Worked directly with remote software developers on designing new features for upcoming releases.

Customer Service Manager

June 2017 – January 2019

- Established support department for a newly released customer relationship management platform.
- Coached clients through product implementation, including onboarding process and data transfer.
- Scheduled and performed personalized training seminars for each new and existing client.
- Addressed & resolved customer concerns to ensure all individual needs were met.
- Worked with superiors on developing & implementing customer support platform.

Exodus Skate Shop Winston-Salem, NC

Store Manager

November 2014 – June 2017

- Increased store sales and broadened customer base by designing, constructing and implementing an online store.
- Worked with WordPress to create an enticing look and feel for online customers.
- Incorporated online sales into existing inventory system to enable accurate and timely inventory management.
- Improved teamwork and increased morale while working with store owner in management of store personnel.
- Enhanced point-of-purchase displays and improved inventory organization by working independently to build/upgrade merchandise presentation and storage facilities.
- Compiled daily sales reports to ensure accurate management of floor inventory.

SOFTWARE PROFICIENCIES

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|----------------------------|---------------------|---------------------|
| • SQL, NoSQL | • API | • STS, Eclipse |
| • MySQL Workbench, MongoDB | • HTML/CSS | • Microsoft Office |
| • JavaScript | • Bootstrap, jQuery | • VBA, Visual Basic |
| • React Frameworks | • Java | • Mac & PC |

EDUCATION

Southern Careers Institute Phoenix, AZ

- Software Development Certification (Full-Stack Developer with focus on Java J2EE and React Frameworks)
- Student Ambassador Program