

# Hi, I'm Hans Kirkendoll

and I think we're going to work really well together.

[hans.kirkendoll@gmail.com](mailto:hans.kirkendoll@gmail.com)

917-512-9493

[engineerhans.com](http://engineerhans.com)

[github.com/hansdrdoll](https://github.com/hansdrdoll)

[linkedin.com/in/hanskirkendoll](https://linkedin.com/in/hanskirkendoll)

## CUSTOMER SERVICE & OPERATIONS

### Flagship Store Manager at FIKA

*A quote to summarize my experience: "Hans will know what to do"*

New York, NY – Oct 2015 - Present

- Built a digital store inventory process, partnering with Accounting
- Created standard procedures for store functions, partnering with Operations to ensure company wide standardization and compliance
- Served as the expert for IT and point-of-sale systems, partnering with the POS vendor to implement a new contactless payment system and training staff
- Managed relationships with maintenance, IT, and foodservice vendors
- Trained store managers and baristas in customer service, sales, and compliance with food safety regulations

### Shift Supervisor at Starbucks

*Proudly referred to as the "Starbucks Encyclopedia"*

New York, NY – Aug 2013 - Oct 2015

- Trained 30+ baristas and managers in customer service and company standards
- Supervised a team of 20 through morning peak periods, routinely leading the district in sales and efficiency targets

## EDUCATION

### Web Development Immersive at General Assembly

New York, NY – May 2018

- Built fluency in full-stack web engineering and common best practices in object-oriented programming, data modeling, and test-driven development
- Partnered with user experience designers to lead a team of developers in building an app from the ground up
- Prioritized development work using bug tracking tools and client feedback while enforcing project clarity

### Associates in Liberal Arts at CUNY Kingsborough

Brooklyn, NY – Jun 2017

- Made a sea urchin fluorescent using jellyfish proteins in my honors genetics class
- Fulfilled a childhood dream of participating in Model United Nations
- Can never unsee bad kerning thanks to my experimental typography class

## ADDITIONAL EXPERIENCE

### Starbucks Team Member at Target

Nashville, TN – Sep 2011 - Jun 2013

### Server at Dallas BBQs

Brooklyn, NY – May 2009 - Jul 2011

### Barista at Starbucks

Brooklyn, NY – Aug 2008 - Apr 2009

### Imaging Technician at Wachtell, Lipton, Rosen and Katz

New York, NY – Jul 2006 - Jul 2007

## TECHNICAL SKILLS

### Web Development

Ruby on Rails

Node.js

React

HTML

CSS

Git

### Relational Databases

MySQL

Postgres

### Graphics

Illustrator

Photoshop

InDesign

Sketch