

With a background in Customer Service and currently as a Software Test Engineer, I build with a mobile first mindset and the end user in mind.

Education:

University of Denver: Full Stack Coding Bootcamp	September 2020-March 2021
The University of Northern Colorado – Bachelor of Science in Sports and Exercise Science	Spring 2014-Spring 2015
Sonoma State University – Kinesiology and General Coursework	Fall 2002 – Spring 2006
De Anza Community College – Associates Degree	Fall 2002-Spring 2006

Experience:

Daxko/ZenPlanner - *Tier 2 Customer Advocate/Software Test Engineer* May 2018 - Present

- In depth knowledge of Zen Planner applications
- Detail oriented with identifying and researching bugs, while using creativity and knowledge of the system to invent workarounds for the clients
- Research, identify, diagnose and resolve Zen Planner technical and usage issues efficiently
- Collaborate closely with team members to provide creative solutions to unique problems
- Maintain established metrics while serving as a representative of our OHANA values
- Initiative Advocate for the SugarWOD integration

Stryd, INC - *Customer Service Rep/Director of Athletes and Events* August 2017 - March 2018

- Implemented ZenDesk support to enhance customer service and the customer experience
- Composed and published support articles and lead the effort in the design of the Stryd support page on ZenDesk
- Implemented and maintained an inventory tracking system for various suppliers of the product
- Organized and attended successful events in Kona and New York City in 2017
 - Participated in the daily operation of expo booth in NYC
 - Helped organize and lead a Q&A session with triathlon coach in Kona
- Researched and presented ideas and initiative for a brand ambassador program

Whole Foods Market – *Cashier/Customer Service/Store Scanning Specialist* August 2016 - August 2017

- Efficiently and accurately process guests orders; up to and including bagging and assisting guests to vehicle if needed
- Work alongside supervisors and other team members to ensure accuracy of pricing
- Maintain a clean work area and work as a part of the Customer Service team to keep the department clean, organized, stocked and hazard free.
- Consistently support company wide and regional donation programs
 - 2016 Whole Kids Foundation: Ranked 4th on the team
 - 2016 Holiday Hero: 1st on team with over \$500 raised
- Adhere to monthly audit schedule to ensure price accuracy in the various departments of the store
- Print and maintain correct price tags for the entire store
- Collaborate with various team leaders to create and display various price tags and signs

Orange Theory Fitness (OTF) – *Membership Consultant* May 2016 - August 2016

- Established and maintained an effective referral program.
- Worked towards sales goals to ensure growth of the member base for the studio
 - Memberships = 78% of goal
 - Intros = 88% of goal
- Maintain accurate records using established OTF sales systems.

- Cold calling and prospect tracking.
- Responsible for attending and participating in monthly meetings focused on sales training and future promotions.
- Cross-team functionality and participation to meet company wide goals.
- Welcome guests to the studio and check them in for classes.
- Provided exceptional customer service by keeping the studio clean and checking members in.

The University of Northern Colorado – Graduate Assistant of Athletic Compliance

August 2015 - January 2016

- Adhered to NCAA, Conference, and University rules and regulations; supported sports programs and student-athletes in understanding and interpreting NCAA and conference rules and regulations; assisted with documentation of potential NCAA violations.
- Provided regular compliance-related educational information to coaches, athletic staff, student-athletes, key University personnel and external constituents.
- Monitored recruiting logs, playing and practice season logs, official visits and complimentary ticket process.
- Maintained necessary student-athlete data in the Compliance Assistant program; maintained student-athlete annual compliance related paperwork and tracked all student-athlete employment and amateurism issues; maintained and updated institutional compliance manual.
- Assisted in managing issues related to prospective student-athlete eligibility and amateur status; assisted with documentation of potential NCAA violations.

PhysAssist Scribes, Inc. – Emergency Room Scribe

June 2014 - November 2014

- Completed a training seminar to learn essential medical terminology and ER charting protocol.
- Alongside physician in exam room, documented patient's present illness history, review of systems and physical examination-including entering vital signs, lab, and radiology results discharge instructions, treatment plan, and prescriptions
- Prioritized physician's time by bringing critical lab results to his/her attention
- Completed a week long training seminar, learning ER charting protocol and solidifying medical terminology

Costco Wholesale – Marketing Manager

November 2006 - December 2013

- Worked as part of a team and as an individual contributor to conduct merchandise audits, track inventory with a focus on loss prevention, and manage member services.
- Handled marketing campaigns to drive business, increasing basic member base by 3.1% and executive member base by 9.6% over 3 year tenure.
- As supervisor, managed a team of up to 40 employees in various aspects of the business with regular individual employee assessments, training, and discipline as necessary.

Skills:

Jira

Github

Jenkins

IntelliJ

VS Code

HTML

CSS

JavaScript

Microsoft Office (Excel, Word, PowerPoint)

Google Suite

Mac & PC