

JACK DORAN (HE/HIM)

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SUMMARY

Problem-oriented, high-performing individual contributor with leadership experience. Full stack developer with a certificate from Rutgers University Full Stack Coding Bootcamp. Background in logistics, with experience creatively solving evergreen issues for high-growth startups. Excels in high-pressure, ambiguous scenarios with significant levels of responsibility. Analytical and data-driven, while always staying grounded in achieving real-world results.

TECHNICAL SKILLS

Softwares/Platforms: Git/Github, Heroku, MongoDB/Mongoose, Express, React, Node, MySQL & Sequelize, Progressive Web Applications, MVC Design Pattern, Object Oriented Programming

Software Languages: JavaScript, HTML, CSS, jQuery, Web and Third Party APIs

PROJECTS

placeKaya (solo project, post-bootcamp) |

Repo: <https://github.com/jcdoran33/PlaceKaya> | Deployed: <https://www.placeKaya.com>

- A custom placeholder image service featuring pictures of my dog, Kaya
- Solo project. Leveraged online resources to build and deploy a site equal parts useful and fun
- Cloudinary for image hosting a manipulation, Netlify for build and deploy, JavaScript for URL logic

Excelsior Emporium (collaborative / group project) |

Repo: <https://github.com/jcdoran33/Excelsior-Emporium> | Deployed: <https://excelsior-emporium-jcd.herokuapp.com/>

- A mock ecommerce website built using MERN stack. A user can shop for items from the Marvel universe
- Group project. Created content for seed data, implemented most of the comments/reviews functionality
- MERN Stack (MongoDB/Mongoose, Express, React, Node), Bcrypt and jsonwebtoken packages for user authentication, Stripe API for payment

Adventure Adviser (collaborative / group project) |

Repo: <https://github.com/jcdoran33/Adventure-Adviser> | Deployed: <https://jcdoran33.github.io/Adventure-Adviser/>

- A front-end application that allows a user to use the Ticketmaster API to search for events in a given geographic area, and buy tickets to them through Ticketmaster. Events are displayed on a mini-map
- Group project. Contributed the majority of the Javascript code. Implemented the Google Maps API to display mini-map, and Ticketmaster API to search based on parameters
- Javascript, jQuery, Bulma.io, Moment library, Google Maps API, Google Maps Geocoding Service, Ticketmaster API, OpenWeather API

Employee Tracker (solo project) |

Repo: <https://github.com/jcdoran33/Employee-Tracker> | Deployed: CLI Application

- Miniature content management system CLI. Based on a personnel management situation, allows the user to manage a group of employees in a database. Can add, remove, or edit information about employees
- Solo project. Used the Inquirer package to prompt the user for employee information and handle responses
- Node, Express, MySQL, Inquirer and console.table packages

ADDITIONAL EXPERIENCE

Client Success Manager

2022-2022

WARP Technology Company

Los Angeles, CA (Remote)

As the sole CSM, had full ownership of 7 customer accounts, with partial ownership of several more. Tasked with growing new customer accounts from closing through implementation and full integration periods. Provided bespoke solutions to customer issues.

Key Accomplishments:

- Closed new deals worth over \$100k in annual, recurring revenue

- Managed operational plan for 3 new customer launches, rescue plan for 1 dissatisfied customer

Northeast Carrier Sales

2022-2022

Flock Freight

Encinitas, CA (Remote)

Ensured coverage of customer contracts by leveraging relationships to efficiently match supply-side capacity with customer demand. Managed dozens of supply partner relationships to ensure flexible, stable capacity.

Key Accomplishments:

- Integrated a large, nationwide carrier (140+ power units) into the Flock Freight network and actively managed their account as their dedicated representative
- Created an expansive supply development spreadsheet detailing 153 prospect patterns to improve our team's sourcing efficiency

Weekend Lead - Sr. Brokerage Operations

2019-2021

Convoy Inc.

Seattle, WA

Led weekend brokerage operations for this industry-leading digital freight network. Purview equated to roughly 15-20% of the company's total brokerage revenue. Leveraged large data warehouse using native SQL queries and internal tooling (Metabase/Tableau) to inform decisions. Produced and distributed a twice-weekly publication to a team of 75+, including the VP of Supply. Integral in the training and direction of Weekend Team employees.

Key Accomplishments:

- Maintained expenditure within <1% of quarterly forecasts in 2020, while improving average margin per shipment by a substantial \$180 per shipment from Nov 2019 to Mar 2021
- Designed and launched a new schedule for the Weekend Team, which reduced staffing expenses by ~\$85k/year, and led to a YoY buying power of improvement of over 200bps
- Established a deep-dive review of weekend operations and financials on a quarterly basis
- Consulted as a subject matter expert for building digital freight marketplaces. Chosen to lead shadows for our org for newly onboarded leadership and C-level executives

Senior Carrier Manager

2016-2018

Transfix Inc.

New York, NY

As an early member and intern of this NYC startup, was responsible for building out brokerage operations in the Northeast region. Ensured our high priority customers were serviced to an extreme level. Managed the accounts of dozens of crucial supply-side partners and ensured their engagement and satisfaction with the company. Company experienced greater than 25x growth during my tenure.

Key Accomplishments:

- Built out brokerage operations in the Northeast region. The region's operations and supply-management style later served as a template for building operations in other regions
- Implemented and managed the first drop trailer project for our most important customer, Unilever. Played an integral role in developing workflows and ensuring the continued success of the program
- Coordinated with our Product team to help launch an internal tool to improve the brokerage team's efficiency. Provided initial specs and collected feedback from the internal users
- Led by example. Consistently achieved the highest performance company-wide in our three major KPIs

EDUCATION

Certificate in Full Stack Web Development: Rutgers University, New Brunswick, NJ

August 2022

An 12 week intensive program focused on gaining skills in web development. Final grade: 100% (A+).

Bachelor of Arts in Economics: Rutgers University, New Brunswick, NJ

2009-2014