

# Jim Faulkner

Portfolio: <http://jhf1203.github.io/portfolio>  
LinkedIn: <https://www.linkedin.com/in/james-h-faulkner>  
Github: <https://github.com/jhf1203>

5009 Village Lawn Drive, Raleigh, NC 27613  
252.917.1571  
[jhf1203@gmail.com](mailto:jhf1203@gmail.com)

---

## Summary

- Full-Time cloud/devops engineer, seeking a position as a part-time software developer to support end-to-end application performance and user experience. In addition to being a top performer in my coding class I have over 11 years of experience previously leading large dynamic teams to record-breaking results in client-facing settings.

## Technical Skills

- Demonstrated knowledge in multiple software development and devops concepts including Kubernetes, RedHat OpenShift, React, MySQL, MongoDB, CRUD, REST, OOP, Node.js, JavaScript ES6, jQuery, CSS, and HTML. Master proficiency in entire MS Office Suite & Salesforce CRM.

## Education

### UNC-Chapel Hill | Coding Boot Camp | 2020 | Remote

- Professional certificate in coding. Full-Stack development training. Final average A+, top 5 in class.

### East Carolina University | College of Business | 2004 | Greenville, NC

- Bachelors of Science in Business Administration. Degree in Finance - Double Concentration in Financial Services and Managerial Finance

## Selected Development Work

### CR8ED | February 2021

- Repository: <https://github.com/jhf1203/acmpmt>
- Deployment: <https://acmpmt.herokuapp.com/#/>

**Skills Used:** React.js: Functional Components & Hooks, NOSQL (MongoDB), Node.js/Express

**Project Summary:** A music search application developed as a hobby in my free time in January and February of 2021. This is a single-page application using the MERN stack, incorporating user authentication.

### Streak & Shade | January 2021

- Repository: <https://github.com/jhf1203/lines>
- Deployment: <https://jhf1203.github.io/lines/>

**Skills Used:** React: Functional Components & Hooks.

**Project Summary:** A front-end React project I completed in my free time over the holidays of 2020 into 2021, showcasing some residential architectural concepts I've completed as a hobby over the last year.

### BookMarked | December 2020

- Repository: <https://github.com/jhf1203/bookmarked>
- Deployment: <https://bookmarked-jfvg.herokuapp.com/>

**Skills Used:** MySQL (Sequelize), Express, Handlebars, Passport, Lint, Travis, jQuery, CSS, Third Party APIs

**Project Summary:** This was a continuation of our second group project, which was completed as required but was a shell of the above application. Another group member and myself were so excited about its potential that we worked together on it in our free time while completing the final two months of our BootCamp.

# Work Experience

## Cloud Engineer | IBM

2021 | Remote (RTP, NC)

- Work alongside technical sales team for top company accounts to identify opportunities to solve their business problems and modernize their web application experience through varying application, tool, and devops practices
- Work with cross-functional teams to develop and implement solutions, from idea inception to client presentation.

## Gallery Leader | RH

2017 – 2020 | Multiple Locations (Raleigh & Durham, NC)

- Leading and inspiring a dynamic team of Assistant Leaders, Interior Designers, and specialty roles to be a reflection of the company vision and culture to clients and peers
- Ownership of team execution of the complete Interior Design life cycle for projects exceeding \$200K, from sourcing clients internally and externally to ensuring quality facilitation of design delivery and installation.
- *Led entire organization in YTD FY'19 performance, which was also our organization's best year ever. #1 in the organization in YoY Sales, and 0% turnover for 13 consecutive months.*
- *One of a two Gallery Leaders responsible for all leadership interviews for all locations in the Mid-Atlantic and Northeastern US.*
- *SalesForce master of my region. Conducted extensive 1/1 trainings with leaders throughout the Mid-Atlantic and Northeastern US regarding business optimization through reporting, and rolled out several custom reports used organization-wide to maximize results when we were without a Brick & Mortar due to COVID restrictions.*

## Physician Recruiter | Weatherby Healthcare

2015 – 2017 | Durham, NC

- Establish and maintain strong relationships with new and existing physicians, to match their career goals and needs with those of healthcare facilities throughout the United States
- Facilitate the entire relationship between physicians and healthcare facilities, from sourcing physicians via cold-calls, negotiating contract terms with physicians and clients, and extending job offers

## General Manager | Best Buy

2012 – 2015 | Multiple Locations (Raleigh, NC; Orlando, FL; Myrtle Beach, SC)

- Directing four-wall execution of all aspects of all store operations; to achieve top line revenue in excess of \$105M and Operating Profit in excess of \$13M.
- Driving engagement, talent development, and retention of teams of up to 210 employees, including up to 6 salaried managers and 11 supervisors; via on-boarding, training, and performance management.
- Complete ownership of the shopping experience for upwards of 700,000 customers annually via execution of customer solution and relationship strategies; measured via satisfaction, solution, and organic growth KPIs.
- *Chosen to manage largest store in the organization with respect to total revenue and operating profit.*
- *Five direct reports promoted during tenure to exempt manager or multi-unit manager positions.*
- *Chosen as the General Manager to represent Best Buy alongside CEO in hosting US Congressman in 2013 to lobby for Marketplace Fairness Act on behalf of organization and city of Orlando.*