JOHN KAPLANIS

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SUMMARY

Full Stack Software Developer (MERN Stack). Proficient in agile development and Github version control. Driven, detail oriented programmer with a passion for problem solving, collaboration, and learning. Experience working independently and as a team. Positioned well to provide unique perspectives on how end-users interact with websites and software platforms by leveraging a background in technology-focused sales and marketing.

TECHNICAL SKILLS

HTML, CSS, JavaScript, NodeJS, jQuery, React, Bootstrap, UIkit, Semantic UI, Express, Git, Agile, MySQL, NoSQL, MongoDB, Mongoose, Sequelize, VS Code

PROJECTS

Agora | Repo: github.com/agoralearn/agora | Demo: agora-tutor.herokuapp.com/
- Description: An app that solves the challenge of remote learning by bridging the gap between qualified tutors hoping to earn extra income and students struggling to stay on track academically. Students and tutors can have live one-on-one, or group sessions from anywhere in the world, all on our app.
- Contribution: HTML and API Routes, Frontend logic, designing and creating onboarding process.
- Technologies: JavaScript, HTML, CSS, SCSS, Mongo, Express, React, Node, JWT, Semantic UI, Socket.io

What's Up There? | Repo: github.com/seeshell/whats-up-there | Demo: whats-up-there.herokuapp.com/
- Description: An app that locates satellites in orbit above the user and allows them to track their favorites and find its next appearance.
- Contribution: Backend logic, API ajax calls, combining data to render the satellite map.
- Technologies: JavaScript, HTML, CSS, jQuery, Express-Handlebars, Passport, Sequelize, MySQL, JawsDB, UiKit

COVID-19 Tracker | Repo: github.com/jkaplanis/covid19-tracker | Demo: jkaplanis.github.io/covid19-tracker/
- Description: An app that displays COVID-19 statistics and trending news on a global scale as well as country specific.
- Contribution: Front end development, API ajax calls, logic for rendering news cards.
- Technologies: JavaScript, HTML, CSS/SASS, jQuery, UiKit

EXPERIENCE

VP, Client Experience — Charter Flight Group *San Diego, CA*
Sept 2018 - Present
- Developed strategy for calling on lapsed business opportunities starting as the sole Business Development Rep making 100-120 calls daily and growing this number by leading a team of 3 BDR's.
- Increased customer retention rate from 5% to 11% during 2019 fiscal year.
- Managed CRM (Close.io): provided reports to senior leadership on sales outreach efforts, created smartviews, managed lead input and account ownership.
- Responsible for developing innovative programs with the goal of increasing customer retention and brand awareness.
- Created client feedback process, increasing 5-star Google Reviews and identifying areas for improvement.
- Formed mutually beneficial partnerships with complementary luxury brands through co-hosted events, referral programs, and co-branded marketing efforts.
- Created email campaigns via Hubspot to drive leads to sales funnel, qualify prospects, and build client travel profiles. Created engaging collateral to showcase our offerings in a digestible format to enable the sales team. Designed and deployed physical mailers targeting specific regions to meet our demographic.

Channel Manager — iboss Cybersecurity *San Diego, CA*
Aug 2016 - Sept 2018
- Responsible for managing channel program at a fast growing SaaS company.
- Prospected and signed new partners while nurturing existing relationships through training, conflict resolution, creation and execution of incentive programs.
- Focussed efforts on K12, State & Local Gov, and Commercial markets in North America.
- Served as a connector between the territory sales reps and top performing channel partners to ensure success by building cohesive relationships.
- Grew channel program from 22 to 31 active partners during tenure.
- Saw an overall increase in partner performance resulting in 4 partners moving from Silver to Gold tier and 2 moving from Gold to Platinum.

Front Office Manager — Hilton Bayfront *San Diego, CA*
Nov 2015 - Aug 2016
- Responsible for room inventory management of 1190 rooms and the overall operation of the hotels front office including front desk agents, concierge, and bellmen.
- Trained front office on guest services, check in and out process, Hilton loyalty program, conflict resolution, and daily billing procedures.
- Coached frontline team members on upsell techniques in an effort to increase top-line revenue.
- Monitored and tasked to improve service scores through increasing positive guest surveys and tripadvisor reviews.

Rock Royalty Agent — Hard Rock Hotel *San Diego, CA*
April 2013 - Nov 2015
- Rolled out the red carpet for all hotel VIP's from delivering a premium check-in experience and serving drinks in the Rock Royalty Lounge to producing financial insight into suite performance for condo owners, including details of monthly revenue statements and reserve accounts.
- Served as the liaison between the hotel and over 700 hotel condo owners, managing all owner relations and requests.
- Upsold hundreds of rooms and amenities every month to financially benefit the hotel.
- Prepared and presented hotel's VIP arrivals report at daily department head meeting.
- Built and maintained mutually beneficial relationships with key players in the San Diego tourism industry; including but not limited to restaurants, local attractions, nightclubs, transportation, and tour operators.

Operations Associate — Creation Technologies *San Jose, CA*
June 2010 - April 2013
- Managed all aspects of a major data storage account for a team servicing a high volume product.
- Created and executed projects to ensure a smooth sale and delivery for all accounts.
- Worked collaboratively to design an innovative process to receive, inspect, test, and store over $2 million worth of consignment inventory.
- Developed a timescale breakdown, detailing every aspect of a hard drive upgrade process to ensure accurate billing.
- Organized and tested materials to prepare for customer orders, assisting customers with demand forecasting, and analyzing data for failure analysis reports.

MEMBERSHIPS

San Diego JavaScript Community

EDUCATION

University of California, San Diego — *Certificate in Full Stack Web Development.*
2020
University of California, Santa Cruz — *B.A., Business Management Economics. Minor in Information Systems and Technology Management.*
2007 - 2011