

Jason West

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Full Stack web developer coming from a background in retail management with extensive experience in team building and Human Resources. Full stack certificate from Michigan State University, with experience in JavaScript, React, Mongo.db, CSS, HTML, Node.js, and currently learning Python. I have a Bachelor of Science degree from the University of Central Florida. I am highly skilled at building a cohesive team, delegation, as well as praising and holding people accountable. I have always wanted to learn computer science fundamentals so I decided to move on from retail and become skilled in the full-stack technologies. I consider myself to be a quick learner, combined with adept problem solving abilities and determination, make me a strong addition to any team.

Core Competencies

Time Management | Task Management | Interpersonal Communication | Organizational Skills | Problem Resolution
Staff Development | Relationship Building | Sales | Inventory Management | Conflict Resolution | Customer Support

Education and Training

Full Stack Web Development Certificate (In progress)

Michigan State University

BS in Health Service Administration,

University of Central Florida

Work Experience

The Kroger Company | Store Manager (2017 – 2020) / Operations Assistant Store Manager (2016 – 2017)

Increase customer satisfaction while bringing strategic direction to my team to help achieve departmental goals. Maintain a positive attitude and presence on the sales floor. Adjust weekly sales forecasts while accounting for sales trends and seasons. Educate associates on new processes and procedures promoting continuity in the workplace. Ensure ample team members are on hand when finalizing work schedules. Hire new team members and process paperwork while adhering to FMLA, labor, and OSHA requirements. Write and submit job descriptions for various positions in the store.

- Boosted employee morale while achieving best practice initiatives aimed at improving efficiency.
- Recognized among peers for being the voice of reason and someone to turn to for sound advice.
- Mentored and trained Assistant Managers and Department Managers to retain and help them grow in the company.
- Achieved and maintained a 64% employee retention rate for the current year versus 19% from the prior year.
- Minimized shrink by 5% while coaching and developing associates and managers on best practices.
- Transformed an overnight grocery stocking crew from wasting overtime and productivity to having a well-stocked high- performance environment in just six months.
- Lead staff meetings weekly where every supervisor reports out sales, wages, and any news that is happening in the department
- Increased sales by 2.6% by developing new plans for merchandising and increased EBITDA by 1.9% over the previous year within the first year as the Store Manager.
- Utilized Store KPI's and Financial Reports to save 2019 YTD 85K over prior year in store shrink.
- Responsible for payroll, general liability and Workers Compensation including Leaves of Absence.

- Developed and nurtured great relationships with community partners to staff store by reaching out and volunteering in city festivals to reach potential employees.

Publix Supermarkets, Inc. | 2000 – 2016

Assistant Store Manager (2012 – 2016)

Hired and dismissed team members as needed. Ensured legal compliance while handling sensitive and confidential information and documents. Resolved conflicts between employees promoting a cohesive team while boosting morale and providing top-notch customer service. Designed, tracked, and analyzed store reports. Managed projects while producing positive results. Met corporate goals and forecasted weekly sales.

- Led and directed a team of 150+ individuals within a supermarket averaging \$450-600K in sales weekly.
- Achieved a year-end net profit of 13% with a goal of 6%.
- Ensured store training and CBTs were complete
- Worked on a special project with three other assistant store managers to re-developing district policies regarding shoplifting. This process lowered unidentified shrink 7% throughout the district. This was then sent to enterprise for consideration to make it a company-wide policy.
- Increased stock conditions from 98.65% to 99.4% by using an automated replenishment inventory management system.
- Surpassed expectations to achieve top level bonuses by meeting sales, net profit, and customer surveys.
- Reduced incidents by 42% within a new store during 2014.
- Propelled the division to improve Workers Compensation claims helping the store win the 2013 Safety Award for the Atlanta division.
- Ran two stores while the Store Managers were on a leave of absence.
- Responsible for payroll, general liability and Workers Compensation including Leaves of Absence.

Volunteer Experience

Financial Chair, United Way of Clarksville / Montgomery County, TN (2014 – 2016)

Determined what programs received funding and how much for the 2015 and 2016 fiscal years.

Enabled more programs than before to receive funding due to two record years.