

Joy Harris

(404) 200-4110 | joyharris78@gmail.com | Atlanta, GA

SUMMARY

Detail-oriented problem solver with 350+ training hours and experience in Web development. Interested in attaining a career that will allow me the opportunity to excel as a web developer as well as highlight my previous work experience and leadership abilities.

TECHNICAL SKILLS

W3Schools JavaScript Certification

- JavaScript
- HTML
- CSS
- Bootstrap
- Unit Testing with Mocha
- Git

EXPERIENCE and TRAINING

Web Developer Training, Generation | May 2022- September 2022

- Participated in a 21-week Junior Web Developer program spending over 350 hours learning how web development works: from the fundamentals of JavaScript, HTML, CSS, programming fundamentals, developer tools, git and problem solving needed to be successful as a web developer.

Customer Service Manager, Carepoint Pharmacy | October 2016- Present

- Organize and plan day-to-day workflow for pharmacy and synchronize scheduling.
- Generate opportunities for growth within company through market research.
- Hire and train all new employees on data entry, processing, and shipping procedures.
- Manage customer complaints and resolve issues within customer interactions.
- Facilitate meetings with a staff of 10+, human resources, and owner to maintain productivity and growth.

Area Client Success Manager, Carepoint Pharmacy | June 2017- October 2018

- Managed and maintained 70+ clients with a monthly gross revenue of \$7.2 million and growing.
- Increased monthly revenue by 20% by analyzing sales data to determine client needs within a year.
- Developed and maintained strong lasting relationships with both internal and external customers by helping them achieve their desired outcomes and decrease churn.
- Promoted Carepoint Pharmacy via face-to-face interactions with assigned targets, engaging them in in-depth product discussions/presentations to increase product adoption and usage.
- Effectively utilized and managed budget to achieve territory sales goals.

Lead Pharmacy Technician, Carepoint Pharmacy | January 2016- October 2016

- Worked closely with customers to resolve complaints in a friendly, courteous and expedient manner to promote customer satisfaction and retention.
- Oversaw inventory control, purchasing, pharmaceutical returns, product rotation and maintenance to meet customer needs.
- Provided orientation and training of new staff with an emphasis on developing their project management and customer success fundamentals.
- Implemented seasonal sales campaigns to increase quarterly revenue and drive product adoption.

Lead Pharmacy Technician, CVS Pharmacy | April 2009- December 2015

- Trained and oversaw new technicians in data entry, customer service and inventory maintenance.
- Managed multiple workflows simultaneously in a high-volume environment.
- Researched and resolved daily conflicts and potentially harmful drug interactions to ensure patient safety and wellness.

Customer Service Manager, CVS Pharmacy | May 2006- October 2009

- Balanced and audited over \$12,000+ daily and prepared deposits.
- Conducted training for new associates on key sales tactics, customer service relationships, and product management.
- Resolved customer concerns regarding product information and inquiries.
- Performed all operating and production activities including supervision of staff and maintenance of key loss prevention measures.

EDUCATION

Georgia State University: Bachelor of Arts, Psychology | 2013