

Joy Harris

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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

PORTFOLIO

<https://joyharris78.github.io/My-Portfolio/>

EXPERIENCE and TRAINING

Generation Junior Web Developer Bootcamp | 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, 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 staff, human resources, and owner to maintain productivity and growth.

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

- Manage and maintain 70+ clients with a monthly gross revenue of \$7.2 million and growing
- Increased monthly revenue by 20% by effectively analyzing sales data to determine client needs within a year
- Develop and maintain strong lasting relationships with both internal and external customers by helping them achieve their desired outcomes and decrease churn

- Promote 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 utilize and manage budget to achieve territory sales goals.

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

- Work closely with customers to resolve complaints in a friendly, courteous and expedient manner to promote customer satisfaction and retention
- Oversee inventory control, purchasing, pharmaceutical returns, product rotation and maintenance to meet customer needs
- Provide 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 and usage

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

- Train and oversee new technicians in data entry, customer service and inventory maintenance.
- Manage multiple workflows simultaneously in a high-volume environment.
- Research and resolve daily conflicts and potentially harmful drug interactions to ensure patient safety and wellness.
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Customer Service Manager, CVS Pharmacy | May 2006- October 2009

- Responsible for balancing and auditing 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 inquires.
- Performed all operating and production activities including supervision of staff and maintenance of key loss preventions measures.

EDUCATION

Georgia State University | Bachelor of Arts, Psychology