

Kayla B. Newlon

Kent, Washington 98031 • kayla.b.newlon@gmail.com • 253.561.9360

Full Stack Web Developer

Full Stack Web Developer with a background leading diverse teams in the hospitality industry, Graduate of the University of Washington Coding Bootcamp with skills in browser-based technologies. I applied aspects of Sequelize, MySQL, Node, JavaScript, HTML and CSS to make a winter activity resource app compiling the Ski and Snowboard resorts in Washington State. I am instrumental in streamlining and improving processes, enhancing company productivity, and implementing strategic solutions. With my history in Cultural Anthropology, Recreation and Ecotourism I am very passionate about creating tools for education and sustainability. ***Proven expertise in:***

- | | | | |
|-----------------|----------|--------------|-------------|
| • HTML/CSS | • React | • Node | • Sequelize |
| • JavaScript | • MERN | • MySQL | • MongoDB |
| • APIs and AJAX | • jQuery | • Handlebars | • JSX |
-

EDUCATION AND CERTIFICATION

Full Stack Development Certificate (2020)
University of Washington Bootcamp
Seattle, Washington

Cultural Anthropology and Recreation (2015)
Western Washington University
Bellingham, Washington

PROFESSIONAL EXPERIENCE

Twin Sisters Brewing – Bellingham, Washington

Assistant General Manager, 2018 to 2019

Maintained day-to-day oversight of company policies and procedures.

Supervised and coordinated the hiring, training, and shift scheduling procedures for over 150+ employees. Managed all store budgets, employee pay processes, and inventory orders. Developed and maintained sustainable systems for cash drawers and a Point-of-Sale system. Streamlined labor budgets for effective costs by scheduling appropriate staff.

Key Contributions:

- Pioneered training manual and implemented training techniques.
- Implemented innovative technology, moving the company from menu to Point of Sale.

Event Coordinator, 2018 to 2019

Provided state-of-the-art planning and support for company events.

Managed all aspects of event coordinating, including logistics, marketing and selling catering and buy-out packages, and banquet staff procedures for customer satisfaction. Formalized processes for staff rewards and appreciation. Effectively marketed and acquired sales of over \$20,000 per event. Established long-lasting relationships with clients by creating a customer-friendly culture.

Key Contribution:

- Generated over \$20,000 for a single buy-out package.

...continued...

Buffalo Wild Wings – Bellingham, Washington

Bartender/Server, 2015 to 2018

Played key role in guiding a team to meet short-term and long-term goals.

Displayed timely, and amiable customer service to get orders in front of customers efficiently. Maintained knowledge of venue menu items to best advise customers on selections. Hired, trained, and supervised staff on company policies and procedures.

Key Contributions:

- Cultivated staff strengths to align with company operation practices.
- Displayed concern and quick thinking to solve customer issues.

Volant Travel – Salt Lake City, Utah

Executive Assistant/Tour Director, 2017

Served as personal travel consultant and guide to organize memorable travel experiences.

Managed all aspects of travel and tourism for the company such as clerical duties, organizing client trip itineraries, and serving as guide for tours (i.e. guided a 21-day tour around the U.K.). Increased company efficiency through the recruitment, hiring, training, and management of multiple interns. Implemented creative marketing strategies and amplified client knowledge of services using company website.

Key Contribution:

- Produced over 70 custom trip itineraries for various locations, domestic and international.

R.E.I. –Bellingham, Washington

Sales/Customer Service Specialist, 2014 to 2016

Operated all aspects of sales and customer service for R. E. I.

Promoted the use of recreational equipment, travel equipment and camping gear to multiple customers daily. Displayed knowledge of sporting goods in order to enhance customers' understanding of R. E. I. products and services. Resolved customer complaints and disputes effectively and proficiently.

Key Contribution:

- Increased customer satisfaction using equipment knowledge and a needs evaluation.

Los Guías de Caribe del Sur – Puerto Viejo, Costa Rica

Intern, 2015

Coordinated business processes, marketing, tour activities and supported indigenous populations.

Assisted with essential business operations such as obtaining Costa Rican government credentials and documenting key items from company meetings. Created innovative marketing material (i.e. social media and handouts) for developing companies and the indigenous Bri Bri community (Rancho Grande Watsi). Coordinated partial aspects of the new Puerto Viejo bus station construction, including scouting tour options in Costa Rica and Panama and raising funds for the project. Worked with non-profit organizations to outreach to the indigenous peoples of Costa Rica for socioeconomic support, networking support and job searching skills.

Key Contribution:

- Expanded tour operations through established relationships with vendors.