|  |  |
| --- | --- |
| K. Kaori Thier  Software Developer | Kellie Kaori Thier  400 NW 40th Street  Vancouver, WA 98660  (503) 575-9005  [**kaori.thier@gmail.com**](mailto:kaori.thier@gmail.com)  [**kthier.com**](http://kthier.com)  [**www.linkedin.com/in/kthier**](http://www.linkedin.com/in/kthier)  [**github.com/kthier**](http://github.com/kthier) |
| WORK EXPERIENCEAlder Creek Canoe and Kayak, Portland Oregon - *Manager*May 2010 - 2012 Managed three locations in the Portland area. Maintained a strong working knowledge of kayaking related products. Customer Service and deescalation. My responsibilities were: Being responsible for securing the building. Performing store opening and closing procedures. Monitoring and enforcing company policy, procedures, and safety. Making sure employees are up to date on new technologies and products by conducting monthly clinics. Managed front end staffing issues: recruits new hires, interviewed potential staff; suggested pay increases, conducted performance reviews. Customer Service. Merchandising the sales floor. Maintaining a strong working knowledge of kayaking related outdoor products. Scheduling. Managed price integrity, audits and conducted price changes. Assisted with organization and cleanliness of receiving area and any additional storage areas. Monitored and directed housekeeping duties. Monitored condition of fixtures within the department and ordered fixtures as needed for projects or replacement. Promoted Alder Creek Canoe and Kayak locally by encouraging staff and customers to participate in local outdoor events such as kayak races, kayak instruction. Point of sale. Installing vehicle roof racks. Netflix, Hillsboro, Oregon - *Customer Service Representative and Tech Support*May 2009 - May 2010 As a customer service representative, this was a fast paced, high volume inbound call center. I assisted new and existing customers with all aspects of the Netflix experience, deescalated calls, and provided tech support while being able to articulate complex issues in an easy to understand manner. Knowledge of both PC and MAC operating systems. Strong written/oral communication skills. When ending my stay at Netflix, I left as the highest performing CSR out of 250+ in customer satisfaction surveys. Sea Kayak Georgia, Tybee Island, Georgia - *Merchandiser, Kayak Guide, & Instructor*2006- 2007 Ensured standards for quality, customer service and health, and safety were met. Maintained a strong working knowledge of kayaking related products. My responsibilities were: Being responsible for securing the building. Performing store opening and closing procedures. Customer Service. Merchandising the sales floor. Maintaining a strong working knowledge of kayaking related outdoor products. Shipping and receiving and reporting any discrepancies as needed. Assisting with organization and cleanliness of receiving area and any additional storage areas. Promoted Sea Kayak Georgia locally by encouraging staff and customers to participate in local outdoor events such as annual kayak certification events, instruction, and kayak races. Point of sale. Driving a 15 passenger van with a 20 foot trailer loaded with 24+ kayaks. Cleaning and moving sea kayaks. First Aid and CPR certified. As a guide, I lead groups of up to 50 people, in sea kayaks, for 3+ hours. I provided basic instruction reading the weather, tides, maneuvering the boat, and general water safety while giving tours of local waterways, barrier islands, and fauna. Rec Arts LLC, Savannah, Georgia - *Manager*2000-2006 My responsibilities were: Being responsible for securing the building. Performing store opening and closing procedures. Monitoring and enforcing company policy, procedures, and safety. Making sure employees are up to date on new technologies and products by conducting monthly clinics. Managed front end staffing issues: recruiting new hires, interviewed potential staff; suggested pay increases, conducted performance reviews; and provided or organized training and development. Customer Service and deescalation. Merchandising the sales floor and street facing display windows. Maintained a strong working knowledge of recreational related outdoor products. Scheduling. Maintaining awareness of market trends in the outdoor retail industry, seasonal changes, and monitoring what local competitors were doing. Managed price integrity, audits and conducted price changes. Shipping and receiving and reporting any discrepancies as needed. Assisted with organization and cleanliness of receiving area and any additional storage areas. Monitored condition of fixtures within the department and ordered fixtures as needed for projects or replacement. Promoted Rec Arts locally by encouraging staff and customers to participate in local outdoor events such as foot races and kayak races. Monitored expenses to ensure that store operates within advertising budget. Point of sale and end of day deposits. EDUCATIONTech Academy, Portland, Oregon2017 - 2018Clark College, Vancouver, Washington - *Associates of the Arts -AA*2014 - 2016Savannah College of Art and Design, Savannah, Georgia - *Architecture - M. Arch*1999 - 2003VolunteeringChickTech Portland- *December 2017 - present* “ChickTech is a national non-profit organization that engages women and girls in the technology industry, while working to envision and create a better technology culture for all. Our current focus is facilitating hands-on technology-centric workshops to empower, support, and increase the confidence of women and girls. Through our events, we build community, empower participants to see themselves as leaders, and provide networking and mentoring opportunities in the rapidly growing high tech industry.” Mentor - *January 2015 - present* I am a mentor to two artists. One is an established artist here in Portland and the other is a young emerging artist in Kentucky. I provide professional advice, high-fives, critiques, help with portfolio building, and leads to secure projects.  I was a practicing professional artist from 1996 - 2010. I was featured at Pepsi Headquarters, had solo shows at several art galleries throughout the East coast of the United States, featured in Hong Kong, and was also published in several well known art publications. I am still an artist at heart but taking a long break.  **PTO Board Member** - *September 2016 - present*  I serve as the Secretary for the LPSG at the child’s elementary school. The LPSG Parent Teacher Organization works with parents and faculty to organize and facilitate events both during and after school hours that serve to enrich our children's educational experiences and build a stronger community. Some of the programs PTA helps support include: carnivals, book fairs, field day, bazaars, teacher appreciation events, school store, dances, and many fundraiser events. | SKILLS  * C# * Visual Studio * JavaScript * Bootstrap * GitHub * jQuery * SQL * HTML5 * CSS * Adobe Photoshop * Exceptional Customer Service * Merchandising and Display * Employee Management * Buyer * Quality Control * New Product Introduction * Budgeting/Record Keeping * Problem Solving * Inventory and Pricing Controls * Computer/POS Scanning Use * Can Lead and Follow  FAVORITE QUOTE If somebody offers you an amazing opportunity but you are not sure you can do it, say yes – then learn how to do it later!  Richard Branson~ |