RemoteLock

1. Describe the most significant/impactful continuous improvement project that you have led?

I had just concluded a conversation with a local clothing line business manager, where the business was still carried out locally. They specialized in selling different categories of children clothing; their products were so good, that I usually wondered why they weren't online yet. The objective of the conversation was to identify why the business was not online yet, and after an insightful talk with the local manager, he had related that the business was not online yet because the business was just making enough to pay staff salary and make a little overhead profit.

My goal as a once satisfied customer and someone who wanted to give back to the society was to volunteer to help the business scale in whatever means I could afford, which in this case was to create an ecommerce site for the business. To that end, my approach was to break the project into sprints, launch directly into the design phase, since we had their requirements already, then proceed into development, after which I would refactor for optimization, then deploy directly, since I could not afford to hire standard QA testers.

I worked with the business and the manager to jointly define success KPIs, related to their own direct structure of business. I then got a friend to help with the design of the user interface, after which I started the development, myself, coding the designs into a web solution for the business. I worked on both the frontend and backend side of the application, developing the orders, payments, user management and shipping modules amongst others, I got help from a close friend who is also a developer to help with the inventory and carting systems while we both worked on testing and DevOps.

After quite a few iterations, the project was successfully executed in 4 months and launched, with the inventory system ready for the business to upload their products, which of course we guided the staff on how to do so. As a direct result, the business sold out their usual yearly inventory in just three (3) months after the site was up, which of course was a huge feat for them.

This project has been one of my significant/impactful project so far, not necessarily because of the complexity involved, but because it was all a "probono developer service", it served as a means for me to give back to my society.