

Monique Ramirez

Los Angeles, CA | (562) 745-7755 | moramirez7724@gmail.com | github.com/moramirez | linkedin.com/in/monique-ramirez-174595222

Work Experience

Mega Merchandise
Director of eCommerce

Whittier, CA
2020-2021

- In charge of eCommerce operations for the company; communicated with clients on a weekly basis to ensure optimal business operations & implementing solutions. Monitored workflow processes & provided recommendations for improvements as needed.
- Managed a team of 6+ web developers & 10+ global customer service reps. Ensured team members were able to collaborate effectively to support both departmental & client needs.
- Reviewed metrics on a regular basis & made changes/updates to eCommerce strategy as needed in order to continue driving online sales & growth.
- Optimized Shopify web stores through implementation of strategic campaigns, increasing traffic by 33% & conversion rate by 15%. Actively monitored team performance & client satisfaction levels.

Premiere Practice Management

Los Angeles, CA
2015-2018

Assistant to the COO

- Demonstrated organizational skills in managing various projects simultaneously while ensuring accuracy & timely completion. Monitored workflow & project deadlines to optimize efficiency & quality standards. Coordinated teams of up to 10 departments to ensure task prioritization.
- Helped streamline company operations by developing & implementing more efficient filing practices. Organized & created digital filing systems for the company, while still protecting confidential information & correspondence. Maintaining a high level of accuracy & discretion with sensitive company information.
- Utilized excellent communication skills to effectively relay updates & information to the COO; business, personal projects & records, while paying strict attention to detail.

ProActive Risk Management

Los Angeles, CA
2014-2015

Senior Incident Management Specialist

- Identified risks, trends, & emerging threats, resulting in a 99% success rate in closing support tickets on the first call without escalation. Investigated & resolved 200 incidents per month.
- Completed all projects on time or before deadline, leading to a promotion to Loss Prevention & Security Supervisor in less than 12 months of service. Projects included: shrink reduction, investigation management, & incident reporting.
- Key member of a 24 hour 7 days a week response team & dedicated emergency hotline.

Relevant Projects

TechNova Hackathon 2022 Participant

August 2022

CSS, HTML, JavaScript

- Team lead, coded an accessibility plugin to be used as a Google Chrome extension. Allowing users to select the correct accessibility profile for their needs. Created a clean front & back end with a slide bar. Refer to GitHub to see project code.

Tech Portfolio

October 2022

CSS, HTML, JSON

- Creating a dynamic portfolio, showcasing my self-taught skills. Refer to GitHub to see project code.

Certifications

- Computer Science Career Path completed September 2022
- Learn JavaScript Course completed March 2022
- Learn Python 3 Course completed December 2021
- Code Foundations Skill Path completed June 2021
- Building Interactive JavaScript Websites Course completed July 2020
- Learn Git & GitHub Course completed July 2020

Leadership Experience

My Friends House Inc

Los Angeles, CA

- Collaborate with 8 team members to create a weekly pop up grocery store that provides free nutritious groceries to 150+ families in need. Help with set up, tearing down & running of the pop up on a weekly basis.
- Made sure all meals were handed out in a timely & efficient manner by interacting with families & helping them choose groceries.

Feed DTLA

Los Angeles, CA

- Organized 14 events that hand delivered 5,600+ meals to the homeless in Skid Row.

Skills & Interests

Computer Skills: CSS | HTML | JavaScript | Python | SQL | Figma | Google Cloud | Skills: Bilingual - Spanish | Analytical | Self-Disciplined