

# MICHAEL PURCELLA

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## EXPERIENCE

**Viget** | Falls Church, VA

**UI Developer Apprentice** | Sep. 2022 - Dec. 2022

- Collaborated with front-end developers to build a website for [Aylo Health](#), which included creating responsive, accessible, and scalable components, referencing Figma designs for component styling, installing and setting up plugins, and creating technical documentation for using installed plugins.
- Utilized GitHub to track, work on, and manage tickets/issues for the [National Park Foundation](#) and [Human Rights Campaign](#), which included bug fixes, feature implementations, and styling changes.
- Participated in weekly project standup meetings to share progress and provide updates on current tasks, estimate and scope future tasks, and establish goals for the coming week.

**LTRMN** | Portland, OR

**Fulfillment Manager** | Jan. 2019 - July 2020

- Devised and executed strategies to optimize efficiency, including overseeing the development of a custom application that reduced order fulfillment time by up to 50%.
- Revamped the order delivery process by recruiting delivery drivers and designing an optimized delivery schedule, resulting in an increase in delivery rate from  $\approx 20\%$  to over 90%.
- Developed comprehensive training materials by documenting and updating processes and standard operating procedures (SOPs), resulting in an improvement in team efficiency, knowledge, and performance.
- Systematically tracked, compiled, and presented Key Performance Indicators (KPIs) during weekly meetings with executive leadership and stakeholders.

**Fulfillment Lead** | Oct. 2018 - Jan. 2019

- Managed a small team that executed the picking, packing, and quality control of all orders while maintaining a sustained weekly order fulfillment rate of 100%.
- Established a streamlined process for creating outgoing manifests through the adoption of RFID scanners, resulting in a reduction in the monthly error rate from  $\approx 4\%$  to 1% or less.
- Ensured regulatory compliance by coordinating with sales representatives, delivery teams, and clients during order fulfillment and transport.

**Cascade Physicians** | Portland, OR

**Patient Relations Specialist** | Apr. 2016 - Oct. 2018

- Developed and implemented processes and procedures for tracking outbound referrals, resulting in an improvement in patient compliance and follow through rates.
- Facilitated comprehensive onboarding programs, empowering new hires with the tools and expertise needed to succeed in their roles.
- Managed a call queue of over 100 inbound calls per day from current and prospective patients while delivering exceptional customer service through clear communication.

## EDUCATION

**Udemy** | Web Development Bootcamp & Supplementary Courses

**Portland State University** | B.S. in Public Health

## SKILLS AND QUALIFICATIONS

Process Optimization | Workflow Automation | Technical Documentation | SOP Development | Issue & Ticket Management  
KPI Tracking & Reporting | Team Collaboration | Customer Service | Onboarding & Training | Application QA & Debugging