

# JOHNSON PHAM

Union, NJ

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## WEB DEVELOPER | OPERATIONS MANAGEMENT | ECOMMERCE OPERATIONS |

Intellectually curious Full Stack Web Developer with a managerial background. Passionate about building a connective, impactful experience through creatively engaging user interfaces and meaningful online interactions on the web. Known as an innovative leader with expertise in developing and executing comprehensive process improvements while maximizing productivity and efficiency. Out-of-the-box, thinker committed to Front-end Development, continuously evolving through team collaboration, problem solving, and ambition to learn.

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### PROFESSIONAL EXPERIENCE

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#### **GOAT GROUP | SECAUCUS, NJ | 2018 TO 2020**

##### **Fulfillment Manager**

- Decreased amount of errors and productivity issues by 30% within a three-month timeframe through identifying root causation, developing solutions, and retraining the 20 team members within the receiving department.
- Increased production rate by 30% by creating standard operating procedures.
- Leads training and onboarding for new hires as well as providing ongoing performance feedback and coaching for all team members, creating an environment focused on outstanding customer service and productivity.
- Performs ongoing project management and coordination, working closely with managers and process assistants to ensure operational targets are achieved daily.
- Troubleshoots customer concerns, providing exceptional support and developing creative solutions to exceed expectations, maintaining an overall high customer satisfaction rating.
- Assists with management of VIP seller's accounts and large consignment accounts, collaborating with clients to determine needs and identify growth opportunities.

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### EDUCATION

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#### **Kean University, Union, NJ | 2016**

##### *Bachelor of Arts – Psychology (GPA: 3.65)*

- **Relevant Coursework:** Media Advertising, Organizational Behavior, Recreational Leadership Skills
- **Awards/Honors:** Dean's List

#### **RUTGERS Coding Bootcamp | 2020**

*Full Stack Web-Development* – A 24-week intensive program focuses on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handlebars.js, & ReactJS.

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### ADDITIONAL CREDENTIALS

TECHNICAL SKILLS	Microsoft OfficeSuite / Adobe Photoshop Lightroom HTML / CSS / Javascript/ES6 / Node/ MySQL, ReactJS
LANGUAGES	English and Vietnamese
INTERESTS	Coding, Fashion, Social Media, Hiking, Snowboarding, Music festivals

