NATALIE KUECHLER

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FULL STACK DEVELOPER

.NET Core MVC Framework	**Database Management**
Full Stack Web Application Design	**Unit Testing**
C# Fundamentals	**Software Development Lifecycle**
JavaScript	**Agile Scrum Methodology**

TECHNICAL AND PROFESSIONAL SKILLS

Front End: HTML5, JavaScript, jQuery, jQueryUI, CSS3, Responsive/Mobile Web Development, Bootstrap, ReactJS

Middle Tier: C#, .NET Core MVC, LINQ, EF, Razor Pages

Back End: ADO.NET, SQL, SQL Server

Tools: Azure Data Studio, Visual Studio, Visual Studio Code, SSMS, Git Bash

Professional Skills: Troubleshooting, Critical Thinking, Communication, Project Management Fundamentals, Teamwork, Pair Programming, Multi-tasking, Problem Solving, Organization

INDEPENDENT DEVELOPMENT PROJECTS

- **Personal Site:** Created a personal website by utilizing HTML, CSS, Bootstrap, and JavaScript. Customized styling to demonstrate my capabilities of creating a unique yet professional user experience.
- **StoreFront**: Created a secure application for managing product data. Application is built to simulate an online store front with a shopping cart. Administrators have the ability to manage product, category and vendor data.
- **S.A.T. Scheduling Administration Tool:** Created a secure application for managing product data. Application is built to simulate an online class scheduling system. Administrators will have the ability to manage students, courses, scheduled classes, and enrollments.

TECHNICAL TRAINING

Full Stack Coding Program, Centriq   Anticipated Graduation 01/2023
Kansas City, MO

- .NET Core MVC Framework
- Troubleshooting & Debugging
- Source Control
- Agile/Scrum (Created Team Project)
- Website Deployment
- Pair Programming
- Code Review

WORK EXPERIENCE

Store Manager, Furniture Deals   02/2018 – 05/2022
Kansas City, MO

- Manage an average of 40-150 sets of guests in the store in a day and ensure all guests are being provided the best service possible by their sales associate.
- Diffusing unsatisfied guests and providing reasonable solutions to meet the customer's needs. Including approving all refunds over $500 and approving discounts.
- Prepare company meeting notes and run an informative and encouraging store meeting once a week. Set weekly goals for sales associates to ensure growth as a store from the previous year.
- Maintain a positive and productive team of staff members ranging from 10-20 employees. Duties included recruitment, training, coaching, motivation, disciplinary action, and terminating employment.
- Create and manage staff timeclocks and scheduling. Approve time off requests. Ensure time clocks are accurate for all store employees.
- Utilize a Point-of-Sale system to handle purchases, exchanges, refunds, reports, price tags, and inventory.
- Count all cash drawers once in the morning and once in the evening to ensure the total is $230. Make evening deposits.

Sales Associate, Furniture Deals   11/2015 –02/2018
Overland Park, KS

Achieve weekly sales goal set by the company by utilizing the following steps of the sales process,

- **Preparation**- Includes operating with working knowledge of product and policies. Ensuring timeliness and a positive attitude in order to create exceptional and profitable customer interactions.
- **Greet**- Welcome guests into the store with a non-business greeting to help dissolve initial barriers. Ask guests if they had shopped at any of the locations and if not provide a brief description as to how things work. Some examples include the following,
  Ways to receive furniture, primary brand of furniture carried, and current promotions being offered.
- **Probing/Building Rapport**- Ask open ended questions to determine guests needs. (Not what brings the guest in but WHY?)
- **Product Demonstration-** Use answers to above questions to assist in demonstration of products and services. Feature (example- material, dark color, power reclining), Advantage and Benefit (How would this feature benefit the specific guest)
- **Overcoming Objections**- Attempting a "trial close" and if the guest is not satisfied enough with the options provided then help determine their needs in order to create the purchase today.
- **Closing the Sale**- Asking the customer if they are ready to purchase today. If the customer objects, then attempting again to overcome the objection.
- **Follow Up**- Maintaining positive relationships with past and potential future customers. Keeping an organized book of contacts and following up at a time that would be appropriate for each individual customer's needs.

Achieved an award for selling the highest dollar amount in Protection Plan Services in the company in 2017.