NATALIE FINNEGAN, CSM

FULL STACK SOFTWARE ENGINEER

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PROJECTS

Fridge Foodie | Check out the project on GitHub: https://github.com/AGRASSL/FridgeFoodieRecipes
For food lovers, or those less confident in the kitchen, Fridge Foodie helps people search recipes based on the items they already have on hand at home. With a big shift in remote work due to COVID, it helps people maximize meal creativity.
- Responsible for HTML/CSS, programed client side storage, and aided the programming for API calls
- Technologies: JavaScript, HTML, CSS, Bootstrap, Animate, jQuery, Google Fonts, Spoonacular & Edamam APIs

Nanny Now | Check out the project here: https://murmuring-stream-65661.herokuapp.com/
Nanny Now allows parents who need to find a nanny to connect with people who offer their nanny services.
- Responsible for handlebars implementation, controllers, & models. Assisted with mobile responsiveness
- Technologies: Node, Express, Handlebars, Javascript, bcrypt, Bootstrap, Nodemailer, Express-Session, Sequelize

Weather Dashboard | Check out the project on GitHub: https://github.com/nfinnegan/Weather_Dashboard
For those planning for travel or just looking for a quick pulse check on the current weather and/or 5 day forecast.
- Built application from scratch, with guidance on the API to utilize for the program
- Technologies: JavaScript, HTML, CSS, Bootstrap, Moment, jQuery, Three OpenWeatherMap APIs

Full Stack Software Engineer and Certified Scrum Master with a certificate in Full Stack Development from Northwestern University. An accomplished leader with **11+** years of experience in operational management/processes and **6+** years in Customer Success. Experience spans seed stage start-ups to large sized companies. Contributing keen insights to delivery of client needs and market demands, while building and scaling teams. Adept at analyzing relevant information and adjusting work procedures to achieve a proven track record of the highest standard of excellence in customer service and processes. Proficient and knowledgeable in languages such as JavaScript, Node, Express, and jQuery. Motivated by learning and passionate about overcoming organizational blocks to maximize results

CORE COMPETENCIES

- Performance Improvement and Problem Solving
- Project and Requirements Management
- Communication and Organization
- Team Building and Leadership
- Data Analysis and Strategy
- Operations Manager and Process Improvement
- Workflow Organization and Business Requirements
- Business Operations and Product Development
- Standard Operating Procedures and Process Improvement

TECHNICAL SKILLS

- JavaScript
- HTML
- CSS (flexbox,grid)
- APIs (3rd Party, Web, Server-Side)
- Express.js
- jQuery
- MongoDB
- mySQL
- Node.js
- React

PROFESSIONAL EXPERIENCE

Forager, Denver, CO   **September 2020-Present**
Director, Support Operations, North America
Building an online Marketplace to tackle the complexities of cross-border shipping with technology based solutions. Overseeing a team of 20 that supports all of our North American business
- Collaborated with Sales to established a client journey to clearly define a path to customer success
- Built out and structured entire operations department including team organization, career pathing, best practices, internal SLAs, and training/development

- Selected to be a part of a high priority task force composed of 5 other people to address a supply/demand imbalance in the business. Proposed solutions are fundamental to how we currently operate
- Partner closely with product to help prioritize the roadmap and understand feature success, while being a steward for the business in helping operations understand product impact

Flexport, Los Angeles, CA   **May 2019 - September 2020**
Manager, Client Solutions, Mid-Market and Enterprise
Freight forwarding organization that built a cloud-based data analytics platform to provide visibility and transparency to the freight forwarding process. Managed and supported a team of 5 operations associates, developed and expanded operational skill sets through account, people, and project management.
- Developed and executed account management content and training for managers on client journey, share of wallet, and quarterly business reviews for our LA office.
- Fully owned the growth and retention of my assigned book of business totaling **$20mm** in annual revenue, partnered with sales to develop and execute strategic account plan
- Dived deep into clients' business goals and objectives and leveraged insights gained to consult and use a solutions based selling approach to improve operations and efficiencies
- Combined efforts with Account Solutions and Procurement teams and successfully executed contract renewals for **6** of my clients, **2** of which agreed to **multi-year deals.**
- Chosen to help lead a task force of 5 to collaborate with cross-functional teams, creating content to establish the quarterly business review **gold standard** for the organization

CoLane, Chicago, IL   **May 2018 - April 2019**
Senior Operations Manager
Seed stage startup with a focus on building out AI for the logistics industry using natural language learning
- Optimized workflow and upgraded strategies for operations by collaborating with the core leadership team on developing standard operating procedures, acceptance testing, and process improvements.
- Served as the liaison between product and operations helping to triage submitted ideas/bugs
- Initiated pilot onboarding program for new and executive hires, creating a reliable framework of support by creating in-depth overviews, focus guides covering data sources and critical organizational logistics, and industry-specific information regarding operations.

Coyote Logistics, Chicago, IL   **June 2010 - May 2018**
IT Project Manager, Agile Software Development   **Dec. 2017 - May 2018**
- Maximized production goals and improved profitability by providing hands-on support to IT projects and incoming work orders by strategizing ways to implement data driven plans for effective pricing opportunities.
- Gathered and wrote business requirements for projects that drove IT solutions to deliver business goals
- Enabled specification feature/business launches and initiatives by proactively managing data driven variances to project scope, identify potential crises, and develop contingency plans.
- Established effective working relationships cross functionally and with internal stakeholders define key objectives and implement change management strategies.

Operations Manager, Enterprise   **Aug. 2014 - Dec. 2017**
Operations Team Lead   **March 2012 - Aug. 2014**
Operations Coordinator   **June 2010 - March 2012**

EDUCATION
Bachelor of Arts, Communications and Business Administration | University of Illinois at Urbana-Champaign
LAMBDA PI ETA, Communicators Honor Society

CERTIFICATE PROGRAM
Certificate in Full Stack Web Development, Northwestern University

CERTIFICATIONS
Certified Scrum Master, Scrum Alliance