

Kayla Plunkett - Curriculum Vitae

Work Experience

Manager, Front End Development & Experiments

Sally Beauty

2022 - present / Denton, Texas

- Developed a robust experimentation ecosystem, combining Analytics, Product, UX, Business & Marketing teams, which has become instrumental in driving data-centric design decisions for digital platforms.
- Optimized workflows and set SLAs based on needs from cross-functional business, marketing and product teams.
- Negotiated with the Salesforce platform development team to advance the Front End team's professional growth needs.
- Mentored five developers to optimize front end SEO and refactor code to meet ADA standards for nine sites and two AWS-powered apps.

Sr. Front End Developer

Sally Beauty

2021 - 2022 / Denton, Texas

- Implemented an Agile framework, leading to a 40% increase in dev productivity.
- As the Front End SME, I owned the delivery of lean, omnichannel optimizations.
- Developed A/B tests to drive core KPIs with an emphasis on continuous development and customer-centric design.

Front End Developer

Sally Beauty

2020 - 2021 / Denton, Texas

- Authored a rich knowledge base and hosted curated learning events, strengthening department-wide competence and autonomy.
- Created scalable and reusable components to improve site load time and reduce build time.
- Innovated a custom API-powered SPA for virtual hair color try on, boosting conversion in a core product category.

Owner, Front End Developer & Designer

Kayla Plunkett Web Design & Development

2018 - present / Dallas, Texas

- Developed a multilingual international ecommerce platform.
- Partnered closely with clients, blending our passions, to produce business sites anchored by customer centricity, mobile first design and SEO relevance.
- With an emphasis on action and decision making, I delivered all client projects websites built with WordPress, CSS3 & PHP, within contract dates.

Educator**World Family Club**

2017 - 2019 / Tokyo, Japan

- Provided English education via phone to children in Japan.

IT/AV Support Analyst**St George's University of London**

2015 - 2017 / London, U.K.

- Worked with SQL and dev team to successfully troubleshoot software database bug.
- Wrote Visual Basic code to improve auditing workflow & documentation.
- Provided wide array of support including repairing computers, providing Windows and Office assistance, troubleshooting equipment failures, installing new AV equipment, and servicing over 120 teaching rooms.
- Supported AD Security Groups, DNS management, O365 user rights management, Cisco network switch CLI, IP telephones, Windows Remote Desktop, VPN & network troubleshooting, SCCM deployment & management, HTML editing, Apple devices, and data security & encryption.

Photographer**Lifetouch National School Studios**

2014 / Dallas, Texas

- Provided on-site troubleshooting for equipment issues, reducing company expense.
- Ensured quality photography through regular supervisor review.

Driver**Lyft 2014 / Dallas, Texas**

- Provided driving services through the smartphone-based car service while living temporarily in Dallas.

Owner, Music Therapist

Sun Beat Music

2009 - 2014 / Tempe, Arizona

- Managed all aspects of the sole proprietorship including finance/accounting, marketing, and business development. Notable experiences include teaching a guitar skills class for docents at Arizona's world renowned Musical Instrument Museum, consulting for an online 3D guitar instruction website, and facilitating a drum circle at a nursing conference with over 500 participants.
- Established numerous music programs for schools, assisted living communities, non-profit organizations, and corporate events.
- Worked with clients & colleagues in program development, event management (AV Tech), conflict resolution, and in troubleshooting various political and technological issues.
- Primary AV technician for 20+ of events of up to 200 attendees. Set up and operated PA systems, mixing consoles, video projectors and musical equipment.

Director of Music**Gateway Academy**

2006 - 2014 / Scottsdale, Arizona

- Developed and lead a K-12 rock band music program and digital music program for students with Asperger's and high functioning autism. The program focused on live band performances, electronic music composition, music video production, and music competency.
- Improved student computer literacy through creating and leading a digital music program.
- Led the curriculum development team in developing new teaching plans.
- Acted as lead AV technician for graduation ceremonies/events requiring PA systems & video projection.
- Regularly took initiative in repairing, soldering, and purchasing audio equipment.
- Communicated with parents, staff, and students to ensure the special needs of the students were met in music class.
- Initiated and supervised several special programs, events, concerts, and field trips for students.

Music Therapist**Higher Octave Healing**

2009 - 2012 / Tempe, Arizona

- Provided one-to-one music therapy sessions for adults and children with a broad spectrum of special needs.
- Assembled and led four special-needs rock band groups.
- Used adaptive technology to help clients play traditional rock band instruments to perform concerts.

- Supervised and mentored six Arizona State University music therapy pre-clinical students and interns.
- Provided AV technician services.
- Gave presentations to coworkers on topics including guitar techniques, incorporating adaptive technology into therapy sessions, and skills for working with large groups.

Intern

MusicWorx

2008 - 2009 / San Diego, California

- Provided music therapy sessions for many different populations including: hospital patients, drug/alcohol abuse victims, homeless, cancer survivors, children and adults with developmental disabilities, community groups, and elderly.
- Communicated frequently with supervisors and hospital staff to assure patient success.

Worship Leader

St. Peter Lutheran

2006 - 2008 / Mesa, Arizona

- Assembled a contemporary rock band, arranged music, and performing weekly for a contemporary worship service.

Educator

Diamond School of Music

2006 - 2007 / Scottsdale, Arizona

- Taught private and group guitar lessons for various levels of experience and age ranges.
- Developed and facilitated a Kindermusik music learning program for young children.
- Acted as Office Manager ensuring billing consistency, marketing, and working with parent/student needs.

Education

B.M. Music Therapy

Arizona State University

2003 - 2009 / Tempe, Arizona

- Served as Vice President of the Student Music Therapy Association.
- Served as a member of Students for Sensible, Sustainable Energy.
- Received Music Therapy Scholarship for 2006-2007 and 2007-2008 school years.
- Magna Cum Laude

Certifications

MCPS: Microsoft Certified Professional

Microsoft 2017

MS: Configuring Windows Devices

Microsoft
2017

Volunteer Work

Diversity Task Force Board Member

American Music Therapy Association
2012 - 2015

- Assisted in reviewing, analyzing, and publishing the results of a diversity survey completed by American music therapists.

Local Conference Chair

Western Region American Music Therapy Association (WRAMTA)
2012 - 2013 | Tempe, Arizona

- Managed all volunteers, worked with vendors, hosted a community forum, arranged entertainment, gathered materials, held meetings, and acted as liaison between the conference chair and all local connections.
- Provided AV support involving procuring and setting up 6 Epson LCD projectors for lecture rooms ensuring presenters were equipped with appropriate audio and wiring gear to suit their needs.

Vice President

Arizona Music Therapy Association
2012 - 2013

- Initiated, organized, and hosted four continuing education forums on a diverse range of topics.

Vice President

ASU Music Therapy Student Organization
2012 - 2013 | Tempe, Arizona

- Initiated, produced, and hosted two music therapy student recitals.

References

Kymila Eubanks

Former Employer

Executive Director, Higher Octave Healing | Tempe, Arizona
keubanks@higheroctavehealing.org

Robin Sweet

Former Employer

Executive Director, Gateway Academy | Scottsdale, Arizona
spectrumcollegetransition@gmail.com