CERI MAY DORSEY-TYLER

cerimay@gmail.com   Baltimore, MD

Website | **Github** | **Linkedin**

Full Stack Software Developer | Licensed Real Estate Agent | Hospitality Manager

EXECUTIVE SUMMARY

Results-driven Software Engineer with expertise in developing robust applications using cutting-edge technologies and frameworks. Skilled in React, JavaScript, Python, Ruby, and design with Tailwind. Adept at translating business requirements into efficient code solutions and delivering high-quality software products. Committed to continuous learning and staying up-to-date with industry trends.

In addition to my technical prowess, I bring a unique set of skills as a veteran of the hospitality industry. This background has honed my abilities in customer service, interpersonal communication, and problem-solving. I understand the importance of delivering exceptional experiences to clients and customers alike.

CORE COMPETENCIES

Software Development: Proficient in React, JavaScript, Python, Ruby, and design with Tailwind. Experience in developing scalable web applications, implementing responsive designs, and optimizing performance.

Problem Solving: Analytical thinker with a knack for identifying and resolving complex software issues. Able to troubleshoot problems efficiently and propose effective solutions.

Team Collaboration: Strong team player who excels in cross-functional environments. Collaborative approach to problem-solving and a proven ability to mentor and guide junior team members.

Customer Service: Leveraging my background in the hospitality industry, I bring exceptional customer service skills and a customer-centric mindset to ensure client satisfaction.

PROFESSIONAL EXPERIENCE

LOBSTER JOINT
Brooklyn, NY | Operations Manager | 2016 – 2020

- Successfully managed day-to-day operations of a high-volume seafood restaurant, overseeing a team of staff members and ensuring smooth operations.
- Developed and implemented strategies to optimize efficiency, improve customer service, and increase profitability.
- Created and maintained employee schedules, effectively managing labor costs while ensuring adequate staffing levels during peak hours.
- Implemented training programs to enhance staff performance and ensure consistent delivery of exceptional customer service.
- Oversaw inventory management, including ordering supplies, monitoring stock levels, and minimizing waste to control costs.
- Cultivated positive relationships with suppliers, negotiating favorable pricing and ensuring timely deliveries of high-quality ingredients and materials.
- Actively engaged with customers, addressing inquiries, resolving complaints, and soliciting feedback to continuously improve the dining experience.
- Analyzed financial reports, including sales data, expenses, and profit margins, to identify opportunities for cost savings and revenue growth.

THE PEOPLE'S PIG
Portland, OR | Manager | 2013 – 2016

- Assisted the restaurant owner in overseeing all aspects of daily operations, providing support in managing staff, customer service, and financial performance.
- Trained and mentored new employees, ensuring a smooth onboarding process and fostering a positive team environment.
- Assumed managerial responsibilities in the absence of the restaurant owner, effectively handling any challenges or issues that arose.
- Monitored and maintained high standards of cleanliness, food safety, and hygiene throughout the restaurant.
- Resolved customer complaints and addressed concerns promptly, striving to exceed customer expectations and enhance their dining experience.
- Supported marketing initiatives, such as organizing special events and implementing social media campaigns to drive customer engagement and brand awareness.

EDUCATION

Software Engineer Certificate January 2023 | Flatiron School | New York, NY

TECHNICAL SKILL SETS AND PROGRAMMING LANGUAGES/ Framework

- MS Office Suite | Photoshop | Windows | MacOS | Google Suite | Office 365 | Shopify
- Proficient in JavaScript | React.js | PostgreSQL | Ruby on Rails | HTML | CSS | JSON | API | REST | PYTHON