Rachael Dougherty

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Objective

Experienced entry-level Full-Stack Developer looking to help local businesses improve their software applications.

Work Experience

Student, *UPENN*   12/2018-Present

Contractor, *Self-Employed*   11/2018-Present

Operations Assistant Store Manager, *Altar'D State*   10/2017-10/2018

Oversee FOH & BOH operations including cash & product flow at a high volume clothing retail store with an average of 20,000+ units. Recruit, hire, coach, and manage 20+ employees on operational processes, product knowledge, customer service, sales, & management to exceed KPI goals. Support execution of non-operational processes such as guest events and visual processes.

ACCOMPLISHMENTS

Knoxville, TN (10/2017-7/2018) - Decreased Shrink 75% within first 10 months of employment
King of Prussia, PA, (8/2018-10/2018) - Cut yearly sales deficit by 50% in 2 months of employment

Store Manager, *CitiFid-O*   2/2017-2/2018

Oversee entirety of low volume pet retail store with 5 employees including the operational, visual, and sales processes.

Jr. Web Developer/Tech Specialist, *Online Orders Now*   5/2015-8/2016

Developed online ordering systems & websites for over 500+ restaurants while managing their databases and providing technical support at a small start-up.

Sales & Accounting Assistant, *Online Orders Now*   5/2015-8/2016

Supported sales lead through development & maintenance of client relationships while assisting CEO with accounts payable & receivable.

Sales Associate, *Banana Republic (Gap, Inc.)*   2/2016-8/2016

Service Advisor & Accounts Payable Assistant, *Williams Auto Group*   12/2010-8/2014

Liaison between customers, service technicians, salesmen, and insurance companies to ensure high quality work & customer satisfaction

ACCOMPLISHMENTS

Implemented Nissan One-to-One rewards program at Nissan Dealership
Improved Customer Satisfaction Index from lowest in district to highest within first 3 months of employment

Sales Associate, *Kohl's Corp.*   11/2011-8/2012

Education

Certificate in Full-Stack Software Development, *UPenn*   1/2019-Present
BA in Mathematics, *University of South Florida*   Graduated 2015

INVOLVEMENT

- Delta Epsilon Iota Honor Society
- Center for Leadership & Civic Engagement
- Math Department Representative
- Math Association of America Club Member
- Actuarial Society
- Club Tennis Team Member

EXPERIENCES

Research Volunteer, *Bilinear Partial Differential Equations*, Dr. Wen-Xiu Ma, 2015
Research Advisory Board, *USF Dept. of Psychology*, 2013-2015
Tutor & Mentor, *IRIS Refugee Services*, New Haven, CT, Spring Break 2013

Software Experience

HTML | CSS | Bootstrap | JavaScript | JSON | AJAX | IBM Lotus | Adobe Frameworks | MS Office | Maple