

RAEMARIE OATMAN

Fredericktown, OH 43019

Phone: 740.504.6078 | Email: raemarie.oatman@gmail.com

LinkedIn: www.linkedin.com/in/raemarioatman | GitHub: github.com/rmoatman

Portfolio: rmoatman.github.io/RMOatman_Developer_Portfolio

SUMMARY

Experienced leader and group facilitator with MBA interested in joining your team as a QA Analyst. Known for effectively managing multiple projects of varying scope and duration, overcoming obstacles, achieving project goals, and providing excellent client and team support.

Detailed | Curious | Organized | Creative | Passionate

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript

Applications: MS Office including Excel and Access, Bootstrap, API, GIT, WebEx, Blackboard, MySQL

Web Development Tools: jQuery, Bootstrap, API, JSON, AJAX, MERN Stack

PROJECTS

Weather Dashboard | rmoatman.github.io/Roatman_Weather_Dashboard/

- The Weather Dashboard application uses third-party APIs to provide local current and 5-day forecasts.
- This project was created from scratch. I planned, coded, and tested all elements of application based on provided acceptance criteria.
- HTML, CSS, JavaScript, jQuery, Bootstrap, Moment.js

Workday Scheduler | rmoatman.github.io/Roatman_Work_Day_Scheduler/

- The Workday Scheduler application is a simple calendar application for planning a work day.
- HTML and CSS starter code was provided for this project. I added JavaScript to included the use of local storage to store events and color-changes depending upon the hour to signify past, present, and future events.
- HTML, CSS, JavaScript, jQuery, Moment.js

Good Eats | rmoatman.github.io/Project-1-Website/

- The Good Eats application uses a third-party API to search for recipes based on user's search terms and specific dietary restrictions. The application also provides local restaurant recommendations using a different API based on user-provided zip code or permission-based location services.
- This was a team project. I assisted in developing the wireframe and creating the basic HTML. I was responsible for coding the HTML and JavaScript to fetch recipe information based on user input and for coding the JavaScript to create a list of restaurants based on user location.
- HTML, CSS, JavaScript, Foundation for Sites

EXPERIENCE

H&R Block, Columbus OH

2011 - Present

Multi-Unit Block Advisor Office Manager

Manage multiple high volume Block Advisor locations (\$1.2M) with 20-30 associates. Coach team to consistently deliver excellent customer experience, drive revenue, maximize product attach, and grow new clients. Consistently exceed client growth and revenue targets to achieve “max” results.

- Exceeded target and led district in goal set by company-wide virtual component imperative.
- Increased revenue 15%, product attach rate 10%, and client growth 32% by implementing a marketing plan consisting of recruiting business partners, presenting “Tax Talks”, and participating in local events.
- Maintained client satisfaction scores of 90% or more by setting expectations, coaching and training associates, following-up with customers, and reviewing individual / office performance.

District Instructor and Virtual Instructor

- Facilitate peer-centered learning using varied methods and skills, instructional evaluation, and positive reinforcement.
- Deliver basic and intermediate tax curricula.
- Recruited instructors for, scheduled, and lead Various Skills and Tax Season Readiness Sessions.

District Operations Manager

Directed operations team of 6 – 9 administrative and maintenance personnel providing support to 50 retail offices. Maintained fiscal responsibilities, drove consistent standards, trained associates in brand representation, and nurtured partnerships with district leadership, retail office, marketing, and technology teams.

- Saved 5 – 10% annually, while consistently meeting or exceeding local service level agreements by delegating authority, optimizing processes, and managing budget.
- Earned recognition for achieving 100% compliance with marketing standards and being among 1st teams in nation to reach goal.
- Assisted districts in meeting scheduling objectives by providing traditional and virtual schedule readiness training on using interface, understanding metrics, and utilizing reports.
- Achieved staffing goals by facilitating onboarding process for 600 associates annually.

EDUCATION

Full Stack Coding Boot Camp (Certificate), The Ohio State University, Columbus, OH

A 24-week intensive program focused on gaining the knowledge and skills to build dynamic end-to-end web applications. Curriculum included: Computer Science applied to JavaScript, Browser Based Technologies, API Interaction, Deployment/Command-Line Fundamentals, Databases, Server Side Development and Quality Assurance.

Master of Business Administration: Western Illinois University, Macomb, IL

Bachelor of Science: David N. Myers College, Cleveland, OH