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| RONALD KATO  Progressing with person Projects.     |  | | --- | | **Contact** |     Address  31 Middlesex Cir, 21, WALTHAM, MA 02452  Phone  6174129853  E-mail  Ronaldkato.techlead@gmail.com     |  | | --- | | **Skills** |     Performance improvement    Very Good  Efficient multi-tasker    Excellent  Effective leader    Excellent  Verbal and written communication    Excellent  Staff training/development    Good  Exceptional interpersonal communication    Very Good | To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.  Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.  Aspiring Tech Lead from Junior Developer.     |  | | --- | | **Work History** |        |  |  |  |  | | --- | --- | --- | --- | |  | 2023-07 – 2023-04 |  | **General Manager**  *Domino's Pizza, WALTHAM, United States*   * Implemented operational strategies and effectively built customer and employee loyalty. * Developed and implemented strategies to increase sales and profitability. * Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness. * Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service. * Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-11 - Current |  | **Assistant Manager**  *DOMINOS INC, Waltham, MA*   * Helped with planning schedules and delegating assignments to meet coverage and service demands. * Reviewed sales and gross profit report to assess company efficiency. * Developed loyal and highly satisfied customer base through proactive management of team customer service strategies. * Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs. * Created employee schedules to align coverage with forecasted demands. * Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences. * Established performance goals for employees and provided feedback on methods for reaching those milestones. * Identified and communicated customer needs to supply chain capacity and quality teams. * Improved staffing during busy periods by creating employee schedules and monitoring call-outs. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-04 - 2018-11 |  | **Customer Service Representative**  *DOMINOS INC, Waltham, MA*   * Provided primary customer support to internal and external customers. * Answered constant flow of customer calls with minimal wait times. * Responded to customer requests for products, services, and company information. * Offered advice and assistance to customers, paying attention to special needs or wants. * Educated customers about billing, payment processing and support policies and procedures. * Resolved associate, tool and service delivery issues revealed by statistical reports. * Increased efficiency and team productivity by promoting operational best practices. |     **PERSONAL PROJECTS:**  **My GitHub Projects:**     1. [**https://github.com/ronnks?tab=repositories**](https://github.com/ronnks?tab=repositories)   **SKILLS:**   * Jav: Pro knowledge in Object Oriented Programming, Interfaces etc. * HTML, CSS, JavaScript: Beginner * Frameworks: Angular and Java Spring * Gradle Development Model in Java * GIT (Version Control Tool) * Relational Databases: Enough knowledge * Anything else not on the list, but required by the job, I can learn it and put it to action once the opportunity and time is awarded to me.  |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2020 - 2022 |  | **No Degree: Computer Science and Programming Degree**  *Massachusetts Bay Community College -* Wellesley Hills*,* MA |  |  |  |  |  | | --- | --- | --- | --- | |  | 2023-07 - 2024 |  | **CERTICATION: FULL STACK WEB DEVELOPMENT**  *SOURTHEN NEW HAMPSHIRE UNIVERSITY -* Manchester*,* NH |      |  | | --- | | **Surfing through the company email.** |     Technological advancements in the world are vital organs in our bodies, once they fail, much realization comes to display. It is super important to appreciate these advancements, they inform one of a multitude of information itself and solutions. |

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