MONTGOMERY FLAGG

(831) 236-3989   monteflagg@gmail.com   Los Angeles, CA   **PORTFOLIO**   **GITHUB**   **LINKEDIN**

EXPERIENCE

Co-Founder

Pheebo Inc. - Mobile App Development and Management Startup   Jan 2011 - Dec 2019
- Wore many hats with experience as a **Project Manager, Front-End Web Developer, User Experience Designer, Product Marketing Manager, Business Developer, & Technical Recruiter**.
- Procured and managed seven mobile app & design contracts worth over $500k in gross revenue in categories including a CRM platform, commerce, education gaming, video entertainment, camera capture & more.
- Filed incorporation documents, negotiated equity splits & organized vesting schedules. Secured initial funding & managed finances as CFO for the first 3 years.

Customer Experience Manager & Product Marketing

Compass Inc. | Los Angeles, CA   Dec. 2018 - Mar. 2021
- Oversaw and managed customer experience and product education for over 150 Real Estate professionals across Southern California assisting them to leverage industry-leading solutions, comprising of technology & software suites, financial programs and company specialists to help grow their businesses.
- Managed a team to strategize and design Monthly Product Newsletters sent to all 3000+ SoCal Agents to increase product education, prompt product adoption and help attain company Key Performance Indicators (KPIs).
- Helped lead the SoCal market to be #1 in the nation in Product Adoption in multiple categories for the year 2019 with an engineered, planned-out, multimedia action plan to increase Compass CRM adoption market-wide.

Customer Experience Specialist & Learning and Development Facilitator

Enjoy LLC. | Los Angeles, CA   Feb. 2016 - Dec. 2018
- Helped launch the Southern California market from inception including setting up the local warehouses and delivery logistics, hosting and presenting at recruiting events across the market, and training new employees.
- Designed and facilitated market and nation-wide workshops centered around company culture & values, product knowledge, HR benefits & requirements and new employee training for groups as large as 100.
- Delivered over 1000 product education experiences for customers attaining all metric goals while averaging 4.99 out of 5 stars for all customer reviews.

Customer Support Specialist & Product Development Associate

Hulu Inc. | Los Angeles, CA   Sept. 2011 - Aug. 2012
- Originator of *Huluminate* - a cross-departmental think-tank system to share new ideas, improvements and suggestions across the organization.
- Provided customer support for product education, billing issues and technical troubleshooting, as well as filed and directed engineering bugs and improvements to appropriate departments and individuals, followed up with detailed testing.
- Implemented improvements to new hire training program, internal processes and user experiences on living room devices, mobile platforms and the Hulu web app.

Assistant Store Manager, Business Team Specialist, New Employee Training Facilitator

Apple Inc. | Los Angeles, CA & Bellevue, WA   Nov. 2005 - April 2008 & Sept. 2009 - Sept. 2011
- Conducted store opening/closing duties, assisting in interviewing and hiring, training newly hired managers and leads, filing new employee paperwork, employee scheduling and managing the sales floor.
- Assisted in HR related tasks such as recruiting new retail employees, conducting performance reviews, addressing employee concerns with corporate, helping with employees' career development plans, etc.
- Created store training material and media - some adopted by corporate HR and distributed nationwide - and led regional training events usually hosting 20-30 new hires per session.
- One of the few worldwide Apple employees chosen to staff Macworld '07 (first iPhone and AppleTV launch) and WWDC '10.

PROJECTS

SHOULD I?   (Python / Flask / SQLAlchemy / React / Redux / CSS)   live | github

Social-media, polling web app that allows users to post poll questions with options and receive votes from other users.
- Implemented conditional React rendering to support both text and images as poll options so each could be visually represented and interacted with differently.
- Constructed a unidirectional data flow architecture with a single application-level state object to prevent mutated state and data collision, and to ensure reliable DOM rendering.
- Engineered a Flask and Redux one-click & one-route voting system that creates, changes and deletes a vote depending on the user's DOM selection.

STAYQUAINT   (Javascript / Express / Sequelize / React / Redux / CSS)   live | github

Booking and reviewing web app for quaint, low-scale inns, cabins and bed and breakfasts inspired by Airbnb.
- Built modular React components and modals to allow for flexible expansion and added features.
- Implemented data schema with a new lodging form that creates four new instances in four different tables and renders those needed elements without refresh using Redux. .

TABLETALK   (Python / Flask / SQLAlchemy / React / Redux / CSS)   live | github

Restaurant reservation and social meetup web app allowing users to reserve and share their table inspired by OpenTable.
- Engineered site to support two different user types, one for general users and one for businesses, with different account authentication, signup and different web experiences including a conditionally rendered Navbar.
- Comprehensive database schema with 11 data tables utilizing many-to-many, one-to-many and one-to-one relationships.

GOODTUNES   (Javascript / Express / Sequelize / PUG / HTML / CSS)   live | github

Music discovery, managing and reviewing web app to help find your next best listen inspired by GoodReads.
- Connected PostgreSQL backend to the Discogs API to access a larger database of albums and information to increase application utility and experience.
- Implemented a search bar using an Express backend with the Discogs API to improve user experience by making all albums in the Discogs database accessible throughout the application

EDUCATION

Entrepreneur and Business Management Program - *ThePowerMBA*
- A complete business program and MBA alternative learning concepts, tools and methodologies from global business leaders, such as founders and executives from Youtube, Netflix, Tesla, Airbnb, Red Bull, Airbus, Shazam, & more.
- Coursework includes: Business Model innovation, Testing Business Ideas & The Lean Startup, Business & Marketing Strategies, Leadership, Entrepreneurship & Fundraising, Finance & Accounting, HR & Talent Management, and more.

Full-Stack Web Development - *App Academy* | *Graduated Sept. 2021*
- 24-week, 1000-hour immersive and intensive full-stack web development program with less than 3% acceptance rate.
- Coursework included: Object-Oriented Programming, REST, Systems Design, Coding Best Practices, Data Structures

BA Economics - *UCLA* | *Graduated Sept. 2015*
- Member of Anderson School of Management Entrepreneurship Association (Only Undergrad at UCLA admitted)
- Social Entrepreneurship Academy winner for Non-Profit Idea & Business Plan
- Member of Bruin Entrepreneurs Club
- Residential Advisor & Office Assistant for 2 years
- UCLA Radio Co-Marketing Director and DJ

SKILLS   Javascript, Python, React, Redux, Express, Flask, SQLAlchemy, Sequelize, PostgresSQL, HTML, PUG, Jinja, CSS, Git, Docker, Heroku, Node.js, Object Oriented Programming, REST API, Test Driven Development, UX/UI Mock-up and Design, Logo and Icon Design, Business Development, Product Management, Marketing Strategies, Training and Facilitation