

# MONTGOMERY FLAGG

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## EXPERIENCE

### Co-Founder & COO

*Pheebo Inc. - Mobile App Development and Management Startup*

Jan 2011 - Present

- 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.
- Wore many hats with experience in Project Management, Product Development, User Experience, Product Marketing, Business Development, Human Resources & 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 Education and Marketing

*Compass Inc. | Los Angeles, CA*

Dec. 2018 - Mar. 2020

- Oversaw and managed customer experience and 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 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 Huluminute - 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 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 website / 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 / Javascript / 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 selection.

**STAYQUAINT** (Javascript / Express / Sequelize / Javascript / 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.
- Designed with a focus on user experience using a flex layout with lodging cards making the home page fun to interact with.
- Implemented data schema with a new lodging form that creates four new instances in four different tables and renders those needed elements without refresh.

**TABLETALK** (Python / Flask / SQLAlchemy / Javascript / React / Redux / CSS)

[live](#) | [github](#)

*Restaurant reservation and social meetup web app allowing users to reserve and share their table inspired by OpenTable.*

- Supports 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.

## 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, PostgreSQL, 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 Management, Product Development and Management, Marketing Strategies, Training and Facilitation