



Oliver Martin

Software Engineer
Orange County, California

EDUCATION

University of California, Irvine Cont. Education

October 2022 - February 2023

Full Stack Web Development Bootcamp

Full Stack Web Developer program learning a range from front-end, databases, Computer Science, server side Development, API design, continuous delivery and automation, Agile methodology, and more. Key skills include React, JavaScript, HTML, CSS, MySQL, Node.js, Express.js, and more. Graduated with an A.

National Holistic Institute, Santa Ana, CA

April 2020 - April 2021

California Massage Therapy License

Completed a one year, 1,250 hour program learning a wide range of eastern and western modalities. My focus was on Kinesiology and pathology as well as a minor focus on business management including ethics, marketing, and finances. Graduated with a *Letter of Excellence* and *Excellence in Attendance* by maintaining a high GPA and displaying outstanding professionalism.

Irvine Valley College, Irvine, CA

August 2013 - August 2014

Irvine Valley College Dance Program

Completed multiple classes focusing on the art and techniques of dancing. Auditioned and performed in Irvine Valley College's Dance Ensemble.

ABOUT ME

My coding journey started in my teens when MySpace and Tumblr was at its peak. I wondered how the creation of layouts worked, so I tinkered with HTML until I figured out how things functioned. I enjoyed putting the pieces together. After those websites died, I stopped coding. Now, after finding out there are careers for what I had enjoyment in as a teenager, I expeditiously made the switch from my decade of experience in Customer Service. Besides coding, I also love photography, music, and trying out new restaurants.

AWARDS & CERTIFICATIONS

National Holistic Institute

- Letter of Excellence
- Excellence in Attendance

Starbucks

- Partner of the Quarter
- Certified Barista Trainer

EXPERIENCE

Freelance LMT, Tustin, CA

April 2021 - Present

Licensed Massage Therapist

- Performed technical knowledge of various massage modalities logically suited to serve individual client needs.
- Assessed client concerns to understand their goals in order to design customized treatment plans as well as educating clients for further rehabilitation outside of treatment.
- Created a welcoming environment by demonstrating empathy, respect, and compassion to establish rapport and put clients at ease.
- Generated and adapted immediate plans to ensure clients receive the best plan of action for the time allotted.

Production Assistant

October 2022 - Current

Freelance

- Managed logistics of arranged transportation and accommodation for cast and crew, ensuring timely arrivals and departures.
- Facilitated communication between different teams to ensure clear and effective communication exchange.
- Supported production coordination by assisting in organizing schedules, call sheets, and production documents.
- Performed administrative tasks by handling paperwork, including release forms, and expense reports.
- Efficiently managed time and resources on set to meet production deadlines.
- Acted as a production runner by running errands, delivering documents, and provided general support to various departments as needed in a fast paced environment.

Starbucks, Irvine, CA

March 2016 - May 2022

Barista & Barista Trainer & Supervisor

- Consistently led a team of around eight to meet sales goals, expectations, and standards while fostering an environment that promotes the culture, values, and mission of Starbucks.
- Trained newly hired partners essential knowledge, skills and standards required to be successful by offering constructive feedback and encouragement resulting in increased confidence.
- Managed inventory by analyzing current and projected sales trends, ensuring all supplies are stocked and available, which resulted in increased sales and reduced waste.
- Administered constant company-wide changes by creating individual meetings while in a fast paced environment.
- Generated an extra average of 5%-7% in daily sales by implementing and educating a variety of sales tactics to every partner.
- Spearheaded and collaborated with Managers in implementing the '5S' methodology resulting in an efficient and safe environment.
- Constantly created and maintained connections resulting in increased client retention by upholding "The Starbucks Experience".
- Remained focused, calm and with a sense of urgency during frequent intervals of high volume.
- Anticipated both customer and store needs by constantly evaluating environment and customers for cues.
- Resolved client and team conflicts through utilization of the L.A.T.T.E method with a goal to ensure clients and partners are satisfied.