

# SCOTT BROWN

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## E-COMMERCE & FRONTEND WEB DEVELOPER

A frontend developer with 1.5 years of experience developing Single Page Applications with React and its ecosystem of tools/libraries.

## SKILLS

React | React Router | Javascript | Material UI | Tailwind | Bootstrap | SCSS | CSS | HTML | REST API's | SEO basics | Git | GitHub | VS Code | Discord | SquareSpace | Etsy | Faire | Square | Stripe | ShipStation

## EXPERIENCE

### Retail Supervisor | Bob's Red Mill | Jan. 2024 - Present

- Increased wholesale account sales 54% (\$39,000) by developing training program and support documentation
- Elevated YOY sales by creating new program of cashier suggested items
- Reduced losses 15% by identifying pricing issues on best selling items
- Improved bulk bag sale revenue 23% & items sold 79% by mentoring team to increase customer awareness of event

### Frontend Web Developer | Code for PDX | Apr. 2023 - Present

- Lead team's efforts revamping organization's website from scratch utilizing detailed & planned approach
- Extended retention of volunteers by implementing more of an AGILE approach to development of projects
- Reduced development time 20% by converting vanilla CSS to Material UI framework in React
- Optimized development team communication by making structural changes to Discord server & roles/permissions

### Tech Support Admin | Tickets Bot | Apr. 2022 - Present

- Lowered users opening support tickets 20% by rewriting documentation using Markdown
- Boosted support representative efficiency by optimizing bot commands & snippets of commonly used answers
- Decreased server's average time to resolve support tickets 17% by training reps to link documentation and images

### Web Developer / E-commerce Fulfillment | Bird Mafia | Nov 2020 - Present

- Implemented a budget solution of 2-websites-in-1 by custom coding headers/menu to brand websites independently
- Increased conversion rate 70% & reduced bounce rate 5% by restructuring site creating more immersive homepage
- Enhanced Pinterest linking metrics by adjusting URLs, metadata, and using redirects

### Co-Founder | Furu's Mint Club | Sep 2021 - Aug 2022

- Focused branding direction by coding & deploying concept design of potential website using NextJS
- Improved member communication by developing Discord bot notifying of high priority messages using Javascript
- Achieved \$400k in revenue by defining project scope, plan, and staff objectives to bring a new NFT product to market

### Operations Manager | Bed Bath and Beyond | Jun 2006 - Nov 2020

- Administered paired-shifts reducing ramp up time for new employees by 33% and improving employee morale
- Developed new pricing & signing standards reducing the supply costs and required labor by 14%
- Refined replenishment schedule increasing efficiency & reducing payroll costs by 70 hrs per month
- Directed team of 25 & implemented creative solutions to product, spacing, and salesfloor limitations resulting in a 53% increase in sales during annual college move-in event