

Emma Coughlin *Web Developer*

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EDUCATION

Devmountain | Lehi, UT

Graduated November 2023

- Web Development Program

University of Minnesota - Continuing Education | St. Paul, MN

February 2022 - August 2022

- Full Stack Developer Program

Minneapolis Community and Technical College | Minneapolis, MN

Graduated May 2013

- Associate of Arts Degree
 - Dean's list

SKILLS

Javascript | React | Redux | NodeJs | Express | PostgreSQL | NextJs | CSS | Git | Github | Bootstrap |
Tailwind | Postman | MySQL | Heroku | HTML5 | Axios

PROFESSIONAL EXPERIENCE

Devmountain | Lehi, UT

September 2023 - November 2023

Web Developer / Software Engineer (student)

[Live Pokédex](#) - [Github Repo](#) | [Demo](#) |

React | Redux | NodeJS | Express | PostgreSQL | Axios

- Designed a living Pokédex that updates as changes are made, new forms/regional forms are included along with modified Pokémon and special Pokémon
- Set up a server for project, using Node.js and Express.js to handle data on the backend
- Integrated Redux, React and Semantic UI for styling

University of Minnesota | Minneapolis, MN

Web Developer / Software Engineer (student)

[Pokébook: A Pokémon Social Media site](#) - [Github Repo](#) | [Hosted Site](#)

July 2022 - August 2022

JavaScript | NodeJS | Express | MySQL | CSS | Heroku

- Developed a social media website for Pokémon fans
- Provided authentication and user credentials using Bcrypt OAuth to ensure a secure login
- Worked on a team of five remotely, was project manager for entire project
- Used JavaScript to build a quiz to help people determine their Pokémon type so users could fully utilize the social media aspects of the app

Zen Box Izakaya | Minneapolis, MN

July 2019 - September 2022

Manager

- Handled relationships with local businesses and distributors to help increase visibility
- Developed sales analytics models using Excel to track and forecast trends
- Developed a team to execute service professionally by mentoring less experienced team members and increasing productivity among senior staff members
- Pivoted from dine-in restaurant to a complete takeout system during the COVID-19 pandemic, incorporated 3rd party delivery businesses to help increase revenue and accessibility

Pizza Lucé | Minneapolis, MN

July 2012 - July 2019

Front of House Manager

- Improved quality of service and boosted store's department from 4th to 1st in corporate secret shops

- Improved team performance by coaching and mentoring team members
- Ran social media accounts for individual stores, increased visibility, handled customer feedback/complaints and developed a Happy Hour menu to help increase revenue

Certifications and Accomplishments

Floor Manager | Zen Box Izakaya

July 2019 – September 2022

- Utilized OpenTable to track restaurant reservations, plot out floor plan and accommodate guests
- Used Aloha POS sale system to track overall sales, labor and server sales
- Used Excel to keep track of cash flow within the restaurant
- Pivoted to Toast POS system to improve overall operations within the restaurant, trained staff on new system and handled all technical issues
- Managed inventory of dry goods for restaurant and completed weekly orders for inventory
- Pivoted from dine-in restaurant to a complete takeout system during the COVID-19 pandemic, incorporated 3rd party delivery businesses to help increase revenue and accessibility. Increased revenue by 30% by incorporating 3rd party delivery.

On-shift manager | Pizza Lucé

July 2012 – July 2019

- Improved sales and quality of service by listening to corporate feedback from secret shoppers, adjusted service to accommodate a wider customer base
- Used FoodTec POS to track sales, labor and cash flow
- Used ShiftNotes to communicate with store management team and upper management
- Developed team through team meetings, reviews and mentoring
- Controlled volume in kitchen during peak service hours, worked closely with kitchen staff to improve overall operations and relationships with front of house staff
- Ensured quality of food by performing routine safe foodservice practices

RELEVANT SKILLS

| Team Management | Mentoring | Team Leading | Volunteer Management | Public Speaking