

# Alex Ogilvie

Sandy, Utah

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## PERSONAL STATEMENT

Front-End Web Developer with a background in retail management to bring a strong sense of purpose to the user experience. Focused on customer needs to bring to life a first-rate customer experience. Currently enrolled in the University of Utah's Full Stack Development program. With skills in HTML, CSS, JavaScript and responsive web design. I am resourceful and hard working with commitment to high standards of service, performance, integrity and most importantly, growth. I have created and incorporated many systems and procedures to streamline efficient inventory procurement while reducing costs. I am eager to leverage my skill set in a fast paced environment with a quality team dedicated to excellence.

## Highlights

- I have successfully run social media for multiple companies. In addition, I have created advertising campaigns, designed billboards, magazine ads and in-house promotions.
- I value the importance of giving and receiving feedback. As a result I've implemented effective feedback procedures with impactful, lasting results.
- I developed new processes for inventory ordering that resulted in reduced loss, increased profit and heightened efficiency.
- I manage and order thousands of SKU's for two separate stores and effectively negotiate with vendors to reduce costs and maximize profit margins.
- I manage scheduling for two separate stores, ensuring efficient staffing based on the needs of each store, reducing payroll cost while making sure customers get the attention they deserve.
- Under my supervision iVape has received hundreds of impeccable reviews resulting in outstanding customer feedback. It is important to me that I do my best in all aspects of my work.

## WORK HISTORY

### **iVape LLC, General Manager, 4/2014- Present**

- Create and implement several processes to improve efficiency
- Manage staffs, schedules and inventory for 2 separate stores
- Manage and order thousands of SKU's
- Conflict-resolution

### **Larry H. Miller Toyota, Sales Associate, 2012-2014**

- Gained valuable sales knowledge
- Handled sensitive information and exceeded my goals
- Held the highest standards of customer satisfaction

### **Tim Dahle Nissan, Sales Associate 2011-2012**

- Sales associate

### **Veterans First Mortgage, Contactor, Trainer, 2008-2011**

- Lead Management
- Training

## Skills

- Strong Leader
- HTML, CSS, JavaScript
- 4 Years of Management Experience
- Proficient with Microsoft Office
- Flexible and Adaptable
- Giving, Receiving and Implementing Feedback
- Process Improvement
- Photoshop
- 9 Years of Outstanding Customer Service
- 3 Years of Direct Sales Experience
- Effective Written and Verbal Communication
- Detail Oriented
- Social Media Marketing
- Time Management
- Maintaining Positive Professional Relationships