# ADAM O'DONNELL - SOFTWARE ENGINEER

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## SKILLS

**Languages:** Python, JavaScript, Ruby, HTML, CSS, SQL
**Frameworks/Libraries:** React.js, Ruby on Rails, Bootstrap, Electron, Vue, Matter.js, Django, socket.io
**Databases/Tools:** Postgres, APIs, Node/npm, Git, GitHub

## CODING PROJECTS

**Digital Paper Warfare - github.com/BuickSalesman/digital-paper-warfare**
- Digitized an 8th grade teacher's beloved pen-and-pencil strategy game into "Digital Paper Warfare," a browser-based application leveraging Matter.js for 2D physics and socket.io for real-time multiplayer interactions. Collaborated with 30 current 8th grade students as playtesters to ensure fidelity to the original vision, resulting in an engaging and well-received game that modernized the teacher's concept and provided a fun, interactive experience for all users.

**git-it-together - github.com/BuickSalesman/git_it_together_backend | github.com/BuickSalesman/git-it-together**
- Created "git-it-together," a Git-inspired habit tracking app using React and Django RESTful API, featuring "repositories" and "commits" to monitor user progress. Utilized PostgreSQL for scalable data storage and implemented JWT authentication to secure user profiles, delivering a reliable and secure platform that facilitates effective habit tracking and promotes consistent user engagement.

**what-dis-plant? - github.com/BuickSalesman/what-dis-plant**
- Developed a responsive single-page application using React, Tailwind, and Flowbite, integrating Plant.ID's API via Axios for plant recognition. Implemented image conversion to base64 for efficient processing and provided multiple species suggestions with reference images, resulting in more accurate plant identification and a seamless user experience.

**Jimmy John's POS training app - github.com/BuickSalesman/pos-app**
- Developed a custom training solution for all Jimmy John's within franchise, supporting 60 employees in the Atlanta area, utilizing React and a JSON-based menu to replicate the PoS interface for training purposes, incorporating features to generate fake tickets and evaluated order-input accuracy, enhancing employee PoS efficiency.

## EDUCATION

**Actualize Coding Bootcamp | Certificate in Full-Stack Web Development      July 2023 - November 2023**
A six-month full-stack web development bootcamp. Core technologies included Ruby, Rails, JavaScript, and React.js. Special emphasis on API-driven development, version control with Git, professional tooling, team collaboration, and continual learning.

## EXPERIENCE

**Jimmy John's | Regional Manager                                                                          2023 - Present**

- Managed all operations for multiple Jimmy Johns locations serving more than 10,000 customers per year, overseeing the successful growth of sales by 10% in < 12 months (revenue value of > $250,000).

- Led a team of 15 staff, mediating friction between employees, reducing conflict, and increasing workplace satisfaction, resulting in a 10% decrease in employee turnover within a year.

- Spearheaded professional development of employees best practices, including food preparation, quality, and presentation standards, resulting in 98+ plus food safety scores (a 5 point increase).

- Designed and implemented new process flows for customer service interactions which resulted in a region-wide increase in customer satisfaction of > 8% as demonstrated by customer surveys.

- Created an organizational culture of innovation and responsiveness, encouraging an all-hands-on-deck team approach to problem solving, resulting in a 30% improvement in employee job satisfaction.

- Served as the first point of contact for Tier 3 issues with subcontractors, vendors, and payment processors, serving as key resolver of issues that could cost the organization $5,000+ in lost revenue.

- Acted as the primary account manager for large catering orders, ensuring Fortune 1000 and large private equity clients received VIP service on $5,000+ in spending orders.

**Arrow Exterminators | Customer Service Manager**                                         **2022 - 2023**

- Oversaw a book of business valued at $3MM and more than 750 clients across a 100-mile territory, delivering exemplary customer service across both retail and commercial accounts.

- Conducted more than 250 on-site investigations and developed more than 175 mitigation and implementation plans for pest services which resulted in an average customer satisfaction of 96%.

- Built out data dashboards and customized reporting on a weekly, monthly, and quarterly basis to provide information to customers and senior-level staff on the effectiveness of > 175 mitigation plans.

- Developed a deep level of professional expertise across 3 biomes and 100+ species of pests to be able to serve as a subject matter expert for commercial and retail client interactions.

- Ensured safety compliance of all staff and residents through a combination of comprehensive client education and in-depth staff preparation, leading to 0 safety related incidents in the territory.

**Rick Hendrick Buick GMC | Client Advisor**                                          **2019 - 2022**

- Recognized as the highest performing Advisor in a $25MM commercial sales department, 3x was awarded with a national GM Mark of Excellence Award for sales volume and customer satisfaction.

- Developed a 12-step system and approach for interfacing with customers across 10 different demographics, identifying opportunities to increase lead-to-close by 27%.

- Utilized expertise in 500+ vehicles, 400+ vehicle trims, 1000+ accessories, 30+ lenders, 5+ warranty products to provide clients with the best possible options per their vehicle needs.

- Worked together with a team of 15-20 people ensuring at least 300 sold units and $1.5MM gross profit monthly.

- Regularly top monthly sales with 20-25 units sold, and had the highest customer satisfaction index results on the team for 2 years running.