

Michael Bridgeman

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CORE COMPETENCIES

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|---------------------|------------------------|-----------------------|------------------|
| • HTML5 | • Tailwind CSS | • Agile | • Git and GitHub |
| • CSS3 | • Node | • Scrum | • Slack |
| • JavaScript (ES6+) | • Next.js | • Mobile First Design | • Trello |
| • React.js | • WordPress | • Responsive Design | • Figma |
| • Bootstrap | • Visual Code Studio s | | • Salesforce |

EDUCATION & CERTIFICATE

Salesforce AI Associate Certificate | February 2025

Salesforce Associate Certificate | August 2024

Scrimba

The Frontend Develop Career Path Certificate | January 2024

Santa Rosa Junior College, Santa Rosa, CA

Associate in Science, Web Full-Stack Developer | December 2022

Sonoma State University, Rohnert Park, CA

Bachelor of Science, Business Administration,

Concentration: Marketing and Wine Business Strategies | December 2008

EMPLOYMENT EXPERIENCE

CREW MEMBER | TRADER JOE'S #198, NOVATO, CA.

November 2021 - Present

- Enhanced customer satisfaction by addressing product inquiries within 5 minutes on average, welcoming patrons warmly, and maintaining store cleanliness.
- Ordered over 100 dairy, juice, and egg products, ensuring efficient inventory control.
- Trained over 20 new employees on register operations, detailed product stocking procedures, and comprehensive store policies.

CONTENT LEAD | SANTA ROSA JUNIOR COLLEGE APPRENTICESHIP PROGRAM, SANTA ROSA, CA.

January 2024 – May 2024

- Teamed up in creating the first website and e-store for Thickies.LLC, a cookie business.
- Led HTML and CSS coding efforts, set up and configured the CMS, migrated and entered over 100 pieces of content, and optimized web assets, resulting in a 30% increase in website load speed.

TASTING ROOM LEAD | SONOMA COAST VINEYARDS, BODEGA BAY, CA.

April 2021 – November 2021

- Led as Manager on duty, orchestrating seamless property openings and closings, while coordinating staff schedules to enhance productivity and service standards.
- Assessed and addressed daily challenges, swiftly resolving issues for operational continuity, and executed sales goals through targeted promotions and customer engagement strategies.
- Managed daily operations in a high-volume environment, processing up to 100 bottle sales daily and facilitating 5 new wine club memberships daily.
- Responded up to 15 daily customer inquiries via phone, email, and Podium.

- Updated point-of-sale materials in the tasting room, including order forms, tasting menus, and wine-by-the-glass menus, ensuring 100% accuracy in price, wine description, and punctuation.

TASTING ROOM OPERATIONS COORDINATOR | BLACK STALLION ESTATE WINERY, NAPA, CA.

July 2011 – July 2020

- Managed all aspects of tablet register management, ensuring systems were 100% up-to-date, and training 10+ staff members to achieve 95% proficiency.
- Administered the POS system, creating new items in both POS and ShipCompliant platforms.
- Collaborated closely with the DTC team to ensure accurate and synchronized updates across both systems, achieving 100% data consistency, which improved overall operational efficiency.
- Created product kits and special pricing/promos in the POS environment to complement eCommerce campaigns.
- Streamlined tasting room shipping order processes by partnering with Inventory Coordinator and shipping companies; optimized compliance and customer follow-up.
- Assessed and addressed any complex customer service issues in the tasting room.
- Demonstrated outstanding performance leading to promotion from Tasting Room Sales Associate.

SOFT SKILLS

- Initiative-driven
- Learn new concepts quickly
- Positive team member and leader
- Superior customer service
- Effective troubleshooting
- Dedication and professionalism