

# Michael Bridgeman

415.246.5584 | Novato, CA

[mdbridgeman@gmail.com](mailto:mdbridgeman@gmail.com) | [Portfolio](#) | [LinkedIn](#) | [GitHub](#) | [Trailhead](#)

## 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 |                       | • 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**

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