

SHANDRA GORDON

shandra.gordon@gmail.com • www.flippantry.com
6885 E Cochise Rd. Unit 117, Paradise Valley, AZ 85253 • 602.900.3694

EXPERIENCE

CPR SAVERS
TEMPE, AZ
2016-NOW

WEB DEPT SPECIALIST October 2016 - January 2018

- Manage inventory, product listings, stocking, and shipping plans, and resolved issues on company's Amazon Seller Central account, with revenue of \$600,000 - \$900,000 per month.
- Developed scripts to automate processes, reducing the time of tasks by up to 85%. Scripts are easy to use and maintain by employees with no development background and minimal training.
- Developed internal interface using Node.js that allows employees to make more powerful queries from our OMS. Employs SQL queries and API requests (Amazon, Brightpearl, 3dcart) to calculate estimated fees, import orders between systems, and generate complex reports.

TECHNICAL PROCESS ANALYST January 2018 - Now

- Work closely with other departments, including Service, Warehouse, and Accounting, to identify weak points, inefficiency, and redundancy in current procedures. Come up with solutions.
- Delegate tasks, evaluate employees, interview applicants, and train new hires.
- Lead inter-department projects and train departments in new procedures and technologies.

I-SHOWCASE
LOS ANGELES, CA
2011-2013

DATA ENTRY April 2011 - June 2011

- Entered product data into custom online CMS for clients (99 corrected WPM).

WEB DESIGNER June 2011 - June 2012

- Communicated directly with clients to learn their needs and expectations for a custom website.
- Used Photoshop to design mock-up websites and campaigns.
- Used HTML, CSS, and JavaScript to create the front-end of websites.
- Worked directly with web developers to coordinate how the back-end and front-end interact.
- Provided follow-up customer service with clients, troubleshooting, and testing.
- Designed and created email campaigns, advertisements, and other graphical assets.

CREATIVE DIRECTOR June 2012 - April 2013

- Interviewed new applicants and mentored new hires.
- Coordinated projects with teams of designers and developers, local and overseas.
- Reviewed and thoroughly tested work products.
- Designed and wrote documentation for software products.

EDUCATION

2016

ARIZONA STATE UNIVERSITY
BACHELOR OF SCIENCE in Web Development

SKILLS

- + Fast learner and communication-oriented team player with strong conceptual understanding of logic and programming, UI and graphic design, and ability to work in both front-end and back-end development.
- + Very comfortable working with computers and learning new techniques, programs, and platforms.
- + PROGRAMS: Visual Studio Code, PSPad, Adobe Illustrator, Adobe Photoshop, Adobe InDesign
- + LANGUAGES + FRAMEWORKS: Node.js, Express.js, HTML5, CSS3, Bootstrap, SASS, JavaScript, AngularJS, PHP, REST API, SQL/TSQL, Lua