

NATALIE FINNEGAN, CSM

FULL STACK SOFTWARE ENGINEER

· nfinneg2@gmail.com · Denver, CO 80203 · [LinkedIn](#) · [GitHub](#) · [Portfolio](#)

Full Stack Software Engineer and Certified Scrum Master with a certificate in Full Stack Development from Northwestern University. An accomplished leader with **11+** years of experience in operational management/processes and **6+** years in Customer Success. Experience spans seed stage start-ups to large sized companies. Contributing keen insights to delivery of client needs and market demands, while building and scaling teams. Adept at analyzing relevant information and adjusting work procedures to achieve a proven track record of the highest standard of excellence in customer service and processes. Proficient and knowledgeable in languages such as JavaScript, CSS, HTML, Bootstrap, and jQuery. Motivated by learning and passionate about overcoming organizational blocks to maximize results

CORE COMPETENCIES

- Performance Improvement and Problem Solving
 - Project and Requirements Management
 - Communication and Organization
 - Team Building and Leadership
 - Data Analysis and Strategy
 - Operations Manager and Process Improvement
 - Workflow Organization and Business Requirements
 - Business Operations and Product Development
 - Standard Operating Procedures and Process Improvement
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TECHNICAL SKILLS

- JavaScript
 - CSS (flexbox,grid)
 - jQuery
 - Bootstrap
 - Node.js
 - HTML
 - APIs (3rd Party, Web, Server-Side)
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PROJECTS

Fridge Foodie | [Check out the project on Github](#)

For food lovers, or those less confident in the kitchen, Fridge Foodie helps people search recipes based on the items they already have on hand at home. With a big shift in remote work due to COVID, it helps people maximize meal creativity.

- Responsible for HTML/CSS, programmed client side storage, and aided the programming for API calls
- Technologies: JavaScript, HTML, CSS, Bootstrap, Animate, jQuery, Google Fonts, Spoonacular & Edamam APIs

Weather Dashboard | [Check out the project on Github](#)

For those planning for travel or just looking for a quick pulse check on the current weather and/or 5 day forecast.

- Built application from scratch, with guidance on the API to utilize for the program
 - Technologies: JavaScript, HTML, CSS, Bootstrap, Moment, jQuery, Three OpenWeatherMap APIs
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PROFESSIONAL EXPERIENCE

Forager, Denver, CO

September 2020-Present

Director, Customer Operations, North America

Building an online Marketplace to tackle the complexities of cross-border shipping with technology based solutions.

Overseeing a team of 14 that supports all of our North American business

- Collaborated with Sales to established a client journey to clearly define a path to customer success
- Built out and structured entire operations department including team organization, career pathing, best practices, internal SLAs, and training/development
- Monitor, track, and report on client health to identify churn risk and develop an action plan when necessary
- Developing external facing training materials highlighting new features and illustrating how to navigate our platform to drive adoption and increase customer loyalty
- Partner closely with product to help prioritize the roadmap and understand feature success, while being a steward for the business in helping operations understand product impact

Flexport, Los Angeles, CA

May 2019 - September 2020

Manager, Client Solutions, Mid-Market and Enterprise

Freight forwarding organization that built a cloud-based data analytics platform to provide visibility and transparency to the freight forwarding process. Managed and supported a team of 5 operations associates, developed and expanded operational skill sets through account, people, and project management.

- Developed and executed account management content and training for managers on client journey, share of wallet, and quarterly business reviews for our LA office.
- Fully owned the growth and retention of my assigned book of business totaling **\$20mm** in annual revenue, partnered with sales to develop and execute strategic account plan
- Dived deep into clients' business goals and objectives and leveraged insights gained to consult and use a solutions based selling approach to improve operations and efficiencies
- Combined efforts with Account Solutions and Procurement teams and successfully executed contract renewals for **6** of my clients, **2** of which agreed to **multi-year deals**.
- Chosen to help lead a task force of 5 to collaborate with cross-functional teams, creating content to establish the quarterly business review **gold standard** for the organization
- Improved the LA office culture by rolling out **4** new initiatives relating to increased feedback and recognition.

CoLane, Chicago, IL

May 2018 - April 2019

Senior Operations Manager

Seed stage startup with a focus on building out AI for the logistics industry using natural language learning

- Optimized workflow and upgraded strategies for operations by collaborating with the core leadership team on developing standard operating procedures, acceptance testing, and process improvements.
- Served as the liaison between product and operations helping to triage submitted ideas/bugs
- Increased monthly revenue from **\$75k** to **\$250k** in **6** months via targeted marketing analysis; maximized customer service KPI's by managing **5+** customer accounts to ensure on-time pickup and on-time delivery.
- Initiated pilot onboarding program for new and executive hires, creating a reliable framework of support by creating in-depth overviews, focus guides covering data sources and critical organizational logistics, and industry-specific information regarding operations.

Coyote Logistics, Chicago, IL

June 2010 - May 2018

IT Project Manager, Agile Software Development

Dec. 2017 - May 2018

- Maximized production goals and improved profitability by providing hands-on support to IT projects and incoming work orders by strategizing ways to implement data driven plans for effective pricing opportunities.
- Gathered and wrote business requirements for projects that drove IT solutions to deliver business goals
- Enabled specification feature/business launches and initiatives by proactively managing data driven variances to project scope, identify potential crises, and develop contingency plans.
- Established effective working relationships cross functionally and with internal stakeholders define key objectives and implement change management strategies.

Operations Manager, Enterprise

Aug. 2014 - Dec. 2017

Operations Team Lead

March 2012 - Aug. 2014

Operations Coordinator

June 2010 - March 2012

EDUCATION

Bachelor of Arts, Communications and Business Administration | University of Illinois at Urbana-Champaign
LAMBDA PI ETA, Communicators Honor Society

CERTIFICATE PROGRAM

Certificate in Full Stack Web Development, Northwestern University

CERTIFICATIONS

Certified Scrum Master, Scrum Alliance