

Ariel German

Personal Summary

Passionate web developer, effective problem solver, and dedicated Operations Manager with broad technical skill set. Over 3 years of experience on all aspects of running a small software company including the projects, people, and resources within it. Constantly keeping up to date with new technology. Fluent in English and Spanish. Looking for a suitable position with a company where projects are focused around a job to be done.

| Technical Skills | Soft Skills |
|---|--|
| <ul style="list-style-type: none">• Languages: JavaScript, C#, VBA, Python, SQL, HTML, CSS, PHP• NodeJS Frameworks: ExpressJS, Sequelize, Passport• DevOps: AWS Elastic BeanStalk, AWS S3, BitBucket, Trello, Slack• IDE: Visual Studio Code, Visual Studio 2015• Technical Writing• Data Analysis | <ul style="list-style-type: none">• Communication• Creative Thinker• Problem Solving• Flexibility• Positive Attitude• Strong Work Ethic |

Career History

Operations Manager – *CellSmart POS INT LLC* (Jan 2016 – Present)

- Software Development
 - Create partnership with third party service providers (credit card processing, business SMS messaging, etc.) and oversee code implementation.
 - Create scope documents for upcoming projects based on product owner needs
 - Recruit team of developers for ongoing and upcoming projects
 - Lead Full Stack Developer on MVP projects
 - Redesigned and developed company website
 - Develop custom CRM for company and client use
 - Help maintain and release patches for older VBA products still in production
 - Research
- Management
 - Managed and built relationships with 25 - 30 employees
 - Define employee functions and establish standard operating procedures for Sales, Technical Support, and Development teams.
 - Determine areas of improvement and implement solutions
 - Establish key performance indicators for every department and evaluate performance quarterly.
- Customer Support
 - Help inexperienced technical support reps with problems they or their superiors can not solve.
 - Discover and implements way to engage customers and help them understand the product they use better

- Increased customer retention by 25%
- Increase customer satisfaction of flag ship product, evident through online reviews
- Decreased the number of bottlenecks between customer feedback and implementation
- Sales
 - Discovered and created opportunities and partnerships that would increase growth.
 - Revamped the way the sales team approached leads and provided them with more tools

Customer Support Representative – *CellSmart POS INT LLC* (Apr 2014 – Jan 2016)

- Customer Support
 - Train employees and clients on flag ship product
 - Help clients with software issues and perform feedback
 - Perform remote software installation
 - Troubleshoot software and physical hardware
 - Manage phone system software
- Quality Assurance
 - Provide development team with UX feedback
 - Create use cases and discover software bugs
 - Test implemented solutions
- Media Manager
 - Record and edit training videos for internal and external use
 - Create marketing material using Photoshop and Illustrator
 - Create post or blogs for Facebook and Twitter account

Education

AS, Computer Science CUNY Bronx Community College