

CONTACT ME

 250-879-2869

 andreafofflack@gmail.com

 Kelowna, BC

 [LinkedIn.com/andreafofflack](https://www.linkedin.com/company/andreafofflack)

 github.com/afollack

 pikaguru.com

AREAS OF EXPERTISE

Front End Web Development

HTML/CSS, Bootstrap, Javascript and Restful APIS, and deployment

SEO and Accessibility

SEO optimization, and utilizing best practices for accessibility on the web

REACT JS

Building component based architecture using props and state management.

EDUCATION & CREDENTIALS

Correlieu Secondary School - Graduated with Honors 2012

SheCodes LLC

SheCodes Pro Certification:
Front End Developer, Basic,
Responsive Web Development, and
React

Andrea Follack

Virtual Sales Development Representative

13 years combined experience in Customer Service, Sales, Management, and Hospitality. Experience with working remotely and directly with clients. Looking to make a move into a junior software development role to contribute meaningfully to the web.

WORK EXPERIENCE

Virtual Sales Development Representative - Work From Home

Dealer Intelligence • Kamloops • November 2018 - Present

Omni-channel, high volume sales development in an automotive BDC handling inbound and outbound sales leads across several dealerships, booking sales appointments and term client follow up. Experience with multiple automotive CRMs. Trained in objection handling and identifying value.

- Met or exceeded targets with high conversion with consistent positive feedback from customers for professional, friendly service.

Assistant Manager

7-Eleven • Kamloops • September 2017 - January 2018

Management and shift leader responsible for scheduling, inventory management, recruitment, training, and performance reviews. Obtained BC ID Zone certification.

- Successfully managed store independently in the interim where there was no Manager, until a Manager was hired.

Keyholder

Dollarama • Kamloops • April 2015 - June 2017

Shift leader responsibilities, warehousing, and inventory management.

Implementation of planograms and training and direction of seasoned employees and new hires. Opening and closing cashout and reports.

- Hired and trained cashiers and merchandisers to promoted levels. Increased sales with optimized inventory rotation. Assisted in opening of new locations.