CLARK NEWELL

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Education

➤ **Certified Scrum Master**
Six Sigma Global Institute, Jan 2023

➤ **Certified Associate Project Manager**
Project Management Institute, Feb 2022

➤ **Certified Web Developer**
Galvanize + Hack Reactor, July 2018

➤ **Bachelor of Arts in Music, German**
University of Utah, July 2013

Skills

➤ **Customer Relations** 30 Years

➤ **Management** 18 Years

➤ **Project Management** 8 Years

➤ **Web Development** 4 Years

Highlighed Experience

Entrepreneur/Small Business Owner - Dry-Peaks.com
Sept 2022 - Current

- A side hustle working nights and weekends, direct the design, development, and sales of sustainable, moisture-wicking and sun-protectant sportswear available via online channels and live events
- Shopify site management and customization
- Original social media and blog content creation
- Personally pack and ship orders, manufacture prototype products and develop tech packs for suppliers
- Manage projects with designers and suppliers via collaboration platforms such as Fiverr and Alibaba
- Oversee live sales events, business licenses, finances, taxes and government paperwork

Customer Service Manager - Kroger dba Smith's Marketplace
Sept 2018 - Current

- Primary closing manager, responsible for supervising a 170,000 sq. ft. superstore in the evenings, while directly managing up to 30 people per shift in the Front End Department
- Respond in real time to constant fluctuations in business volume, and resolve customer feedback face-to-face and via telephone
- Ensure maintenance and operability of check-out technology including self-checkout robots and SmartSafe while protecting substantial cash assets
- Trained in grocery inventory ordering as well as selection and curbside delivery of online pickup orders

Full Stack Software Development Intern - Red Pepper Software
Jan 2019 - Nov 2019

- Using Jira as the productivity tool with scrum methodology and agile workflow, assisted team with QA, pair programming, code review and full stack coding assignments building proprietary software for multiple clients
- While managing multiple tickets on strict tempo timers, switched between different tech stacks and languages
- Worked in frontend web and mobile development using HTML, CSS, Sass, JavaScript, TypeScript, PHP, Razor, Xamarin.iOS, and JS frameworks such as Angular
- Customized templates on e-commerce platforms like Shopify and blogsites such as WordPress and Magento
- Worked in backend development using C#, ASP.NET, Entity framework and SQL

More Experience

Employment Gap
Nov 2016 - Sept 2018

•Helped family with affairs for deceased father
•Worked gig and server jobs
•Prepared for and attended Galvanize, a 6-month Full-Time Web Development Immersive Program

Assistant Manager - Flynn Restaurant Group
Jan 2016 - Nov 2016

•Trained to oversee every aspect of full service Applebee's restaurants
•Singlehandedly ran restaurants while supervising up to 30 people per day
•Learned and performed with proficiency every single role in the front and back of house
•Managerial duties included daily/weekly inventory, supply orders, interviewing, hiring, training and promoting special marketing events

Account Administrator - Great West Financial
Aug 2014 - Jun 2015

•As part of the cash processing team, provided expeditious and accurate distribution of retirement contributions for various retirement plans and their participants
•Monitored, researched, adjusted and cleared outstanding items in all suspense accounts
•Trained to become a subject-matter-expert in IRA direct rollovers and plan-to-plan transfers

Project Coordinator - University of Utah
Dec 2007 - Jul 2014

•Former Assistant to the Director of the Center for Engineering Innovation in the Dept. of Electrical & Computer Engineering and Nanotechnology Institute of Utah
•Coordinated the design and development of websites, social media, and marketing materials for the center
•Coordinated multiple submissions of multi-million dollar, interdisciplinary grant proposals to NIH, NSF and DARPA, and was certified in pre- and post-award management by the university's Research Administration
•Organized special events and conferences including venue selection, catering, promotion, sponsorship, media materials and event set-up
•Coordinated project and customer resource management using CRM tools such as Pipedrive and Zoho