Daniel Stapleton

Professional summary

Passionate job seeker with experience in fast-paced environments, skilled in IT, Frontend Web Development, and Customer Service. Excels in cross-functional teams, problem-solving, critical thinking, and communication.

Work History

Self-employed | Frontend Web Developer | San Francisco, CA | *07/2015 - Present*
- Create and maintain responsive websites for clients, coordinating with them to understand their requirements and preferences.
- Creations are made using the latest web-based technologies such as HTML5, CSS3, JavaScript, Git, Github, APIs, JSON, Bootstrap and string of libraries.
- Optimize SEO to improve website visibility and search engine rankings.
- Implement APIs as needed to integrate third-party services and functionality.
- A/B testing and optimizing sites in response.

Brondell | Frontend Web Developer | San Francisco, CA | *09/2021 - 05/2023*
- Utilize HTML, CSS, and JavaScript to design and maintain website interfaces.
- Lead end-to-end process for creating, updating, and optimizing web pages.
- Rebuilt website from Magento 1 to BigCommerce, minimizing disruptions.
- Design marketing emails, implement UTM parameters, and analyze campaign analytics.
- Collaborate with cross-functional teams to prioritize and execute projects.

Brondell | Website Administrator & IT Manager | San Francisco, CA | *08/2019 - 09/2021*
Website Administrator:
- Managed website and inventory during 300% growth, maintaining accurate and up-to-date customer-facing content.
- Created various pages and posts to enhance customer engagement and boost sales.
- Implemented SKUs for increased customer interaction.

IT Manager:
- Managed onboarding, technical support, and off-boarding for 190% increase in employees.
- Created remote work infrastructure, including SonicWall VPN and firewall management.
- Oversaw IT budget, recommended technology solutions, and provided technical support.
- Ensured network security, managed vendors and contracts, and delivered IT training.
- Collaborated with department managers, implemented hardware and software, and established IT policies.
- Assisted with audits and managed digital and physical workspaces.

Brondell | Customer Service Representative | San Francisco, CA | *10/2018 - 08/2019*
- Handled customer inquiries, refunds, and complaints with professionalism and efficiency.
- Proactively identified ways to improve customer service, such as implementing chat APIs.
- Collaborated with other departments to ensure customer satisfaction and timely issue resolution.

Crustacean | SF Website Manager, Bartender | San Francisco, CA | *07/2015 - 09/2018*
- Managed company websites and web strategy, ensuring alignment with goals and objectives.
- Provided excellent customer service, educated customers on cocktails and dining options, and maintained fine dining standards.

Codify Academy – Mentor | San Francisco, CA | *07/2017 - 01/2018*
- Created and designed frontend web development curriculums.
- Tutored students and hosted independent workshops for additional support.

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Skills

- Technical troubleshooting and problem-solving
- Network and systems administration
- Excellent communication and interpersonal skills
- Project management and organizational skills
- Customer service excellence
- Analytical thinking and data-driven decision-making
- Proficiency in Git version control
- Quality assurance and testing
- IT infrastructure management
- Responsive web design and mobile optimization
- User experience (UX) design principles
- Cross-browser compatibility and debugging

Languages, Libraries, & Frameworks

- CSS3 | HTML5 | JavaScript | JQuery | Node.js | React | RESTful APIs | Tailwind.css | Vue.js | API Integration

Platforms

Bazaarvoice | Shopify | E-Commerce | Barracuda | G Suite | MS365 | Zendesk | NetSuite | Shogun | Klaviyo | Omnisend | Wrike