

# Stephen Jason Bridgett

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*Efficient and organized professional with fundamental knowledge of software design and development seeking to take advantage of my technical and business education, in addition to my customer service and communication experience to thrive and grow in today's technology-driven society.*

## EDUCATION

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| <b>University of Northern Colorado</b> , Monfort College of Business      | Greeley, CO |
| Bachelor of Science - Software Engineering, Business Administration Minor | 3.04 GPA    |

## EXPERIENCE

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| Freelance            | Denver, CO             |
| <b>Web Developer</b> | January 2025 - Current |

- Provide responsive website designs that help add to clients' public images while furthering drive their business or brand.
- Give clients web hosting for their sites including unlimited SSL and backups to ensure secure data transfer.
- Provide clients with available custom URL domains that can be used to uniquely find them in any web browser.
- Offer multiple site packages including elevated options that provide clients with an online shop and store manager.
- Provide clients that sell items or services secure checkout their customers can use to pay with any major CC or PayPal.
- Provide automatic invoicing which archives and sends invoices to customers via email every time they place an order.
- Give clients the ability to allow their customers to book appointments based on their weekly and monthly availability.
- Provide clients with periodic analytic updates such as number of site visits, site clicks, financial reports, and more.
- Provide online store owners with periodic order updates such as unfulfilled orders and past orders in the form of a CSV.
- Give site owners their own personalized business email accounts that are personal to them and their site's URL.
- Ensure site optimization through use of CDN to provide faster speeds and enhanced SEO to be found by search engines.
- Provide site owners the option to publish their sites in multiple languages helping lead to being seen by a wider crowd.
- Provide clients with ongoing site maintenance such as requested updates, performance monitoring, and bug fixing.
- Simple file sharing and asset obtaining from clients through use of shared cloud folders and outgoing request documents.
- Ensure clients can stay in touch with customers who opt in through use of email newsletters they can send them.
- Ensure client sites are compliant by including any necessary policies such as cookie policy, privacy policy, and more.

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| Deckers Brands                               | Denver, CO          |
| <b>Social Media and Communications Coach</b> | June 2023 - Current |

- Keep customer-facing help info housed in Help Centers across five branded websites organized, updated, and digestible.
- Help manage small team who responds to low-rated reviews published on all product pages across four different brands.
- Maintain public-facing informative articles regarding company policies with use of Gladly Administration account.
- Archive all internal and public facing informative articles within OneDrive including dates of when updates were made.
- Train team how to respond to low-rated product reviews posted across our brand sites within legal SLA timeframe.
- Analyze product review data to better understand how certain styles across each brand are being accepted by customers.
- Train team how to edit policy articles found in Gladly Answers resource list as well as their archived OneDrive versions.
- Create training resources to assist teammates in learning new skills across the communications side of our team.
- Create shadowing videos for Deckers employees interested in learning what the communications team is responsible for.
- Analyze performance data to better understand how teammates are performing monthly, quarterly, and annually.
- Keep hundreds of company employees updated on future product launch and collaboration information across six brands.
- Assist with branded automated email templates that are sent out to customers in case of certain situations.
- Assign multiple teammates to different roles daily to ensure communications workload is handled within teams SLA.
- Work cross-functionally with other teams to help communicate consistent policies and resources across all departments.
- Help create monthly Ops Newsletter which provides updates from multiple teams under the Operations umbrella.
- Inform hundreds of employees across multiple teams of important operations updates by sending out Ops Newsletters.

## SKILLS

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- **Customer Service:** Written Communication, Verbal Communication, Active Listening, Brand Specific Tone
- **Ecommerce/Customer Service Systems:** Oracle E-Business Suite, Gladly Administrative, Sprout Social, Shopify, Sprinklr, PowerReviews, Cordial, Yotpo, ProProfs
- **Web Development:** HTML, CSS, SEO, User Experience, Deployment
- **Programming Languages:** Python, JavaScript, Java, PHP, SQL
- **Databases:** Oracle DB, Tableau, MySQL
- **Network/Security:** Access Control, ID Management, Audits/Assessments, Policies, Procedures, Awareness, Data Defenses, Physical Security, Application Defenses, Perimeter Defenses, Network Defenses, Host Defenses
- **Miscellaneous:** Mobile Game Development, Interface Design, Data Analysis, A/B Testing, Experimental Testing, Wireframes/Diagrams, Hypothesis Testing, OOP, Microsoft 365, Adobe Creative Cloud, GIT

## CERTIFICATES

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- **Security Pro** – TestOut Corporation, 2018, Certificate ID: C3U2K
- **Responsive Web Design Developer** - freeCodeCamp, 2024

## PROJECTS

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### General Artist Website

May 2025

- Created a site for a music artist that provides info about them, links to their music releases, links to box office, past event highlights, general brand imagery, and a contact form that allows for venues and events to book them for a performance.
- Includes embedded music tracks visitors can listen to directly on the site as well as embedded event videos that can also be viewed directly on the same page.
- Provides visitors with multiple clear paths to view site content by encapsulating the content in user-friendly UI designs.
- Ensured visual beauty by following major site design ideologies.

### Services Ecommerce Website

April 2025 – May 2025

- Created a site for a Colorado-based company that provides vehicle and building upgrades to the community.
- Site allows for users to view information about the company, browse through different services, schedule appointments for consultation, schedule appointments for services, select between multiple different services, and securely checkout allowing for simple fund transfers from my client's customers directly to them with tax information integrated as well.
- Provide site owner with financial analytics, order updates, invoicing, and more through weekly report updates.
- Offer store management and site updates as requested by site owner as part of ongoing maintenance.

### Oversold Cancellation Holiday Emails

November 2024 – February 2025

- Assisted leadership in sending 19,331 dynamic emails through automated template system to customers informing them of an order cancellation due to inventory issues regarding 50 styles across four different brands.
- Along with verbiage prompting to reorder a different style, 18,972 emails included 20% off coupon codes to help do so.
- Helped analyze email response data by creating automated Excel report that calculated the total open rate, number of clicks, total revenue acquired, average revenue acquired, as well as the total number of purchases made for each email.
- Determined that cancellation emails were opened at a rate of 93% resulting in a total of 20,481 interactive clicks.
- Finalized data shows 1618 additional purchases were made totaling an additional \$180,817.84 during the holiday season.

### Internal Knowledgebase Switch Over

August 2024

- Assisted QA team with transferring 110 internal resource articles from Gladly to new ProProfs knowledgebase system.
- Information within the 110 articles was broken down into 367 pages housed within 84 folders as new system supported folder functionality with keyword search versus past system which just stored articles as lists.

### PowerReviews Overhaul

June 2023 – April 2024

- Managed small team responsible of responding to backlogged low-rated reviews across five brand sites.
- Trained five teammates to be consistent, confident, and self-sufficient contributors within PowerReviews system.
- Guided team through best response practices while handling a total of 9653 low-rated reviews across five brand sites.
- Decreased average response time from 77.71 hours in Q1 down to 49.25 by end of Q4, a 36.6% decrease in wait time.
- Upon completing overhaul, team now completes workload weekly to ensure customer are responded to within SLA.