

# Colby Schroeder

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## Executive Overview

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Growing full-stack developer seeking to build technologies that enhance the everyday life experience. Refined multi-unit leader who generates excitement, engagement, and growth in team members as well as overall business success through profitable business review and practices. I quickly learn the skills needed to succeed and grow as well as help those around me accomplish greater things personally and professionally. My desire is to finally step into the IT field as I am passionate and skilled in IT concepts and practices.

## Developed Skillsets

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| <ul style="list-style-type: none"><li>• Full-Stack Web Development Experience in: GIT, HTML5, CSS3, JavaScript, jQuery, Bootstrap, API, AJAX, JSON, Node.js, Object Oriented Programming, Test Driven Development, Express.js, MySQL, Sequelize, Handlebars.js</li><li>• Customer Service 14+ Years</li><li>• Team &amp; Individual Training/Development 8+ Years</li></ul> | <ul style="list-style-type: none"><li>• Management/Leadership 8+ Years</li><li>• Multi-Unit Leadership 2+ Years</li><li>• Hiring/Onboarding 8+ Years</li><li>• Cash Handling 14+ Years</li><li>• Retail 12+ Years</li><li>• Proficient in Microsoft Office Suite and Adobe Suite</li></ul> |
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## WORK EXPERIENCE

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### ASSOCIATED FOOD STORES – MACEYS

West Jordan City, UT

#### Front End Manager

(November 2020 - Current)

- Provide exceptional guest service and experience.
- Ensure guest concerns and complaints are addressed resulting in continued guest loyalty.
- Oversee all operations of the Front End department.
- Attract, onboard, train, develop, and coach all different positions needed on the Front End including Front End Supervisors, Service Desk Specialist, Cashiers, Courtesy Clerks, and Maintenance Clerks.
- Manage and order all supplies needed on front end.
- Budget expenses related to Front End supplies and labor.
- Coach team members to improve performance in service, membership sign up, and checking/bagging techniques.
- Align performance and operations of Front End to District and Company expectations through monthly communication cascade.

### GAMESTOP

Helena, MT

#### District Leader

(November 2011 - April 2021)

- Oversaw multi-unit district of 11 locations across the entire state of Montana at 15M+ sales volume with over 130 associates.
- Attracted, trained, developed, and coached top talent through an uplifting and results-driven work environment.
- Influenced and involved in talent development and individual/overall business results over multiple field teams.
- Responded favorably and quickly to business opportunities identified through sales reports, profit and loss statements, turnover reports and exit interview data, store visit reports, audits, compliance reporting, and customer service data.
- Personally modeled and adhered to company policies and standards.
- Ensured all district team members and locations followed all policies, standards, and guidelines.
- Communicated and cooperated with regional leadership, field partners, peers, and team members effectively and from a distance.

## Professional Involvement

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- Assisted in founding of Alliance Employee Resource Group (ERG) for LGBT+ deployed corporate wide.
- Involved in yearly activities to support and grow awareness of Alliance employee resource groups and LGBT+ community.
- Chosen to help create content for peer training sessions such as sourcing candidates and recruiting as a multi-unit leader through technology and social media.
- Involved in the LGBT Resource Center at the University of Utah.
- Built member application management Excel system used by entire outbound department.

## Honors and Award

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### Godfather Award

- Given to the MVP of GameStop for top performance and contribution to fellow leaders as a mentor and general servant leadership.

### Top Performance Awards

- At Mountain America for top customer service ratings based on individual surveys
- At GameStop in following categories; Customer service ratings scores, overall sales and profit, and different effort categories.

## Education

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**CERTIFICATE PROGRAM:** **UNIVERSITY OF UTAH;** *Online Course;* Currently Enrolled – Graduation in August 2021; Full Stack Web Development

**COLLEGE:** **UNIVERSITY OF UTAH;** *Salt Lake City, UT;* General Education, No Degree; Pride of Utah Marching Band

## Reference

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### Michelle Blanken

Bookkeeper Operational Specialist –  
Associated Foods  
(801) 978-8926  
mrblanken@afstores.com

### Bryson Call

Store Director – Granger Maceys  
(801) 628-3100  
Bryson.call@afstores.com

### Jammie Hensley

Front End Manager – Granger Maceys  
(801) 819-8500  
Jammie.hensley@afstores.com

### Josh Lacey

Store Manager – Safelight Auto  
(865) 936-8619  
joshuarlacey@gmail.com

### James Pratt

Store Manager – GameStop  
(208) 406-6158  
gccheeto@yahoo.com

### Jasen Poppleton

Deposit Operation – Mountain America  
Credit Union  
(801) 319-6376  
jpoppleton@macu.com

## Resources

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