

John Ogburn

Results-driven IT professional with a passion for programming and experience in various industries seeking opportunities to grow and excel as a computer programmer.

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Professional Summary

Results-driven IT professional with over 13 years of experience in the sales and restaurant industries. Expert in time management, customer relations, and communication, with a proven track record of developing efficient systems and strategies to increase productivity. Proficient in C#, Python, Swift, Salesforce, and Apple Business Manager. Passionate about programming and seeking new challenges to enhance skills and drive results.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

IT Engineer

Ogburn Construction Inc-Oilville, VA

July 2023 to Present

- Designed and deployed a custom concrete cost estimation app, simplifying the complexities of concrete pouring into easy inputs for the sales team. This enabled accurate bids without requiring advanced construction knowledge.
- Transformed a previously simplistic app into an MVP-stage platform that generates PDFs for integration with other tools, saving significant time and increasing concrete-related revenue to 10-15% of the company's total business income.
- Developed a real-time leadership meeting feature within the app, revolutionizing task tracking and accountability for the executive team with live data updates powered by Firebase.
- Independently drove the app's entire lifecycle, collaborating with the company owner for domain expertise and mastering Swift, UI design, and Firebase through self-driven learning and problem-solving.
- Achieved breakthroughs with Firebase's real-time database, creating a seamless collaborative environment for the team and expanding my technical toolkit in software development and databasing.

Sales Manager

Ogburn Construction Inc-Richmond, VA

March 2020 to November 2024

- Led a team of sales professionals, driving performance through weekly KPI tracking and personalized coaching, resulting in a 50% increase in Average Daily Leads (ADLs) and a 20% rise in Average Daily Sales (ADSs), contributing to over \$1,000,000 in net income growth.
- Streamlined training for new hires by designing and delivering effective programs, reducing onboarding time and enhancing team readiness.
- Enhanced efficiency across operations by managing company apps and devices (Mosyle, Apple Business Manager, Google Workspace, and more), while maintaining accurate pricing databases to ensure timely, competitive proposals.

Genius

Apple-Richmond, VA

January 2018 to March 2020

- Provided exceptional technical support to Apple customers by diagnosing and resolving product issues with patience and compassion.
- Demonstrated strong multitasking skills by assisting multiple customers at a time, providing insightful advice and guidance.
- Consistently executed high-quality repairs to iPhones and Macs with minimal errors, ensuring customer satisfaction.
- Maintained a 9+ NPS from customer reviews by delivering excellent service and support, resulting in repeat business and referrals.
- Promoted Apple's positive culture by encouraging team members to stay motivated and engaged, resulting in a positive work environment and improved customer satisfaction.

IT Specialist

Ogburn Construction Inc-Richmond, VA

January 2016 to January 2018

- Streamlined the estimation program, increasing efficiency and reducing file size, resulting in more accurate estimates and cost savings.
- Developed a new company website with a focus on lead generation and marketing, resulting in increased website traffic and sales.
- Designed a new logo and created graphics for the website, business cards, employee uniforms, and other branded materials, enhancing the company's brand image.
- Created a filing system to synchronize all company devices, improving communication and collaboration across the organization.
- Ported bookkeeping records into QuickBooks Online, ensuring accurate and up-to-date financial data.

Barista Trainer

Coffee Commissary-Culver City, CA

February 2013 to December 2015

- Developed and implemented training workflows with employee progress tracking, resulting in improved training and reduced turnover rates.
- Created and managed ordering and filing systems to synchronize documents and protocols across all locations, streamlining communication and improving efficiency.
- Introduced HR software to improve employee benefits, resulting in increased employee satisfaction and retention.
- Researched coffee science and shared findings with baristas, keeping them skilled and up-to-date on industry trends and best practices.

Education

Undergraduate in Computer Science

Full Sail University - Winter Park, FL

September 2022 to Present

Skills

- MySQL (2 years)
- Sales Management (3 years)
- JavaScript (3 years)
- Adobe Photoshop (10+ years)

- C# (3 years)
- Zapier (2 years)
- Google Workspace (10+ years)
- Swift (3 years)
- Logic Pro (5 years)
- Team Management (10+ years)
- Proposal Writing (4 years)
- Git (3 years)
- Python (Less than 1 year)
- Logo Design (10+ years)
- Agile (2 years)
- Google Docs (10+ years)
- Final Cut Pro (10+ years)
- Salesforce (4 years)

Languages

- English - Fluent

Groups

IEEE Computer Society

February 2023 to Present

- Engage with a global network of engineers, scientists, academics, and industry professionals dedicated to advancing computer science and technology.
- Participate in industry conferences and events to stay up-to-date on the latest trends and best practices in computer science.