MICHAEL PURCELLA

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EXPERIENCE

Viget | Falls Church, VA

UI Developer Apprentice | Sep. 2022 – Dec. 2022

- Collaborated with front-end developers to build a website for Aylo Health, which included creating responsive, accessible, and scalable components, referencing Figma designs for component styling, installing and setting up plugins, and creating technical documentation for using installed plugins.
- Utilized GitHub to track, work on, and manage tickets/issues for the National Park Foundation and Human Rights Campaign, which included bug fixes, feature implementations, and styling changes.
- Participated in weekly project standup meetings to share progress and provide updates on current tasks, estimate and scope future tasks, and establish goals for the coming week.

LTRMN | Portland, OR

Fulfillment Manager | Jan. 2019 – July 2020

- Devised and executed strategies to optimize efficiency, including overseeing the development of a custom application that reduced order fulfillment time by up to 50%.
- Revamped the order delivery process by recruiting delivery drivers and designing an optimized delivery schedule, resulting in an increase in delivery rate from ≈20% to over 90%.
- Developed comprehensive training materials by documenting and updating processes and standard operating procedures (SOPs), resulting in an improvement in team efficiency, knowledge, and performance.
- Systematically tracked, compiled, and presented Key Performance Indicators (KPIs) during weekly meetings with executive leadership and stakeholders.

Fulfillment Lead | Oct. 2018 – Jan. 2019

- Managed a small team that executed the picking, packing, and quality control of all orders while maintaining a sustained weekly order fulfillment rate of 100%.
- Established a streamlined process for creating outgoing manifests through the adoption of RFID scanners, resulting in a reduction in the monthly error rate from ≈4% to 1% or less.
- Ensured regulatory compliance by coordinating with sales representatives, delivery teams, and clients during order fulfillment and transport.

Cascade Physicians | Portland, OR

Patient Relations Specialist | Apr. 2016 – Oct. 2018

- Developed and implemented processes and procedures for tracking outbound referrals, resulting in an improvement in patient compliance and follow through rates.
- Facilitated comprehensive onboarding programs, empowering new hires with the tools and expertise needed to succeed in their roles.
- Managed a call queue of over 100 inbound calls per day from current and prospective patients while delivering exceptional customer service through clear communication.

EDUCATION

Udemy | Web Development Bootcamp and Supplementary Courses | 2020 – 2021

Portland State University | B.S. in Public Health | 2013

SKILLS & QUALIFICATIONS

Process Optimization | Workflow Automation | Technical Documentation | SOP Development | Issue & Ticket Management
KPI Tracking & Reporting | Application QA & Debugging | Team Collaboration | Customer Service | Onboarding & Training