

DAMION VOSHALL

Full Stack Developer

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<https://damionvoshall.com>

EDUCATION

Advanced Diploma (**McQueen High School**) – 2016 - 2018

SKILLS

- **HTML**
- **CSS**
- **Tailwind**
- **JavaScript**
- **SASS/SCSS**
- **jQuery**
- **Laravel**
- **PHP**
- **MySQL**
- **WordPress**

ADDITIONAL INTERESTS

Music

- Produced a personal music album and performed in 30+ local concerts in Reno and during a European tour

Strategy Games

- Avid player of both board and digital strategy games. Regular participant in local and online tournaments

Machine Tinkering

- Enjoy disassembling and reassembling various machines in my free time, from small appliances to car engines

WORK EXPERIENCE

Tech III, Pioneer Appliance Repair – 6/2022 – 12/2022

In-home appliance repair technician

- As a Tech III full-service appliance technician, managed a high volume of service calls, averaging 7/day, resulting in the successful repair of 2,100 appliances annually
- Maintained a 98% first-time-fix rate, significantly above the industry average, leading to increased customer satisfaction and repeat business
- Successfully diagnosed and repaired 30+ different types of appliances, showcasing extensive knowledge and versatility
- Became a trusted technician within the team, leading to a 30% increase in assigned high-priority service calls
- Maintained excellent customer service standards, achieving a 95% positive feedback rating from customers

Partner, First Real Environmental Energy – 6/2021 – 6/2022

Repaired vehicles and handled web development

- As a Partner in a full-service auto repair business, directly serviced and managed repair orders for 700+ vehicles annually
- Leveraged digital marketing strategies to increase customer acquisition by 40%, primarily through the development and optimization of the company website and Google My Business listing
- Successfully positioned the company's Google My Business listing in the top 3 pack for local searches, resulting in a 60% increase in local footfall and 50% increase in online leads. This position was held for 1.5 years
- Improved the company's online visibility and reputation, leading to a 25% growth in positive online reviews within the first year

Founder, We Share Appliances – 2/2020 – 4/2021

Repaired and sold residential appliances. Handled web development and marketing.

- Founded and grew We Share Appliances, attracting 1,000+ new customers within the first year through diverse marketing streams
- Executed effective SEO strategies, successfully ranking the company website on the first page of Google search results within 6 months of launch
- Provided full-service appliance repair, servicing an average of 20 customers/day and maintaining a 95% satisfaction rate
- Optimized Google My Business listing to consistently rank in the top 3 positions, resulting in a 70% increase in online leads. This position has been held for 3 years.
- Sold the company in 2021, which remains operational and has sustained a customer base of 3,000+ as of my departure

Sargent's Maytag – Appliance Technician – 2018-2020

Repaired and sold residential appliances, handled directory listings.

- Achieved a 35% increase in sales by enhancing visibility through directory listings.
- Pioneered the implementation of a new inventory management system that reduced wasted time and increased efficiency by 25%.
- Increased positive reviews by 20% with top-notch customer service.

Raley's Produce Clerk – 2016 - 2018

- Served over 100 customers daily, enhancing store productivity and customer satisfaction.
- Managed inventory and restocked an average of 200+ produce items daily, ensuring product freshness and availability.
- Contributed to reducing produce waste by 20% through efficient stocking and rotation practices.
- Assisted in generating an increase in produce sales by 15% during my tenure through exemplary customer service and maintaining high product standards.

PROJECTS

- 6/6/23 Portfolio CMS
- PHP, MySQL, Figma, SASS/SCSS, JavaScript, HTML
- Fully functional blog content management system with CRUD functionality, email/comment notifications, and built-in analytics for tracking traffic, devices, referring domains, and visitors over time.

Live site: <https://damionvoshall.com/>

Code: <https://github.com/DamoFD/blog>

- 6/1/23 Reno Artistry
- Laravel, MySQL, Figma, SASS/SCSS, AlpineJS
- Fully functional local artist directory made with the PHP framework Laravel. This program uses CRUD functionality, user authentication, and post management across multiple users.

Live site: <https://damionv9.sg-host.com/>

Code: <https://github.com/DamoFD/reno-artistry>