

# Hello!

## I'm Shelby Courtney



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**Portfolio:** </in/shelby-courtney>

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## ABOUT ME

I'm passionate about creating extraordinary customer experiences that build brand loyalty. I have a rich background of over 10 years in Customer Service, Sales, and Management. I love challenging myself and solving problems. I'm also known to bring a high level of creativity and energy!

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## WORK EXPERIENCE

### **POTTERY BARN (2016 - PRESENT)**

**ASSOCIATE STORE MANAGER** - This role manages sales, operations, design training, and merchandising of a \$14M retail store. I also personally oversee large sales (\$25,000+) to ensure a successful customer experience.

### **SHELBYCODES (2022 - PRESENT)**

**FREELANCE WEB DEVELOPER** - I learned how to code as a challenge to myself and this is my passion project, designing and building websites.

### **MODSY (2019-2022)**

**REMOTE INTERIOR DESIGNER** - This role worked with clients to create a design vision and then produce it into a 3D realization. Once the 3D design was perfected, I would sell the products in the design and see the project through to completion.

### **ANTHROPOLOGIE (2014-2016)**

**SALES DEPARTMENT MANAGER** - This role managed the sales team, hiring, training, and personal styling for a \$10M retail store.

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## EDUCATION

**BACHELOR OF ARTS** - Fashion Merchandising, November 2014  
International Academy of Design and Technology

**WEB DEVELOPMENT CERTIFICATION** - Front End Development and React.js  
June 2022 - SheCodes

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## SKILLS

**TECHNICAL:** HTML5, CSS3, JavaScript, React.js, Python, Adobe Photoshop, SketchUp

**SERVICE:** Customer Experience, Loyalty and Retention, Conflict Resolution, Merchandising, Upselling, Design and Presentation