

# Miles Paquette-Falk

Front-end web developer focused on user experience and accessibility. Detail-oriented, collaborative, and friendly professional with an eye for quality, aesthetics, and design. Fast learner with strong communication and documentation skills.

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## Professional Experience

Service Delivery Manager, **Carousel Motor Group** Mar 2022 – Mar 2024

IT Process Analyst Mar 2021 – Mar 2022

IT Business Analyst May 2017 – Mar 2021

- Led a team of IT help desk specialists to support the company, spanning across 12 physical locations and ~800 employees.
- Built and maintained a web app for my team to use for frequent employee onboardings, transfers, and terminations. This greatly increased the team's efficiency, accuracy, and consistency with these tasks. More information in the Projects section.
- Completed several weekly employee onboarding, transfer, and terminations, and handled administration of many systems, including Microsoft tools, Zoom, FreshService, Mitel, CDK, Axxessa, DocuSign, Canva, Efax, and Hireology.
- Conducted research and cost analysis for switching phone systems from Mitel to Zoom Phone, resulting in increased flexibility and reliability at ~50% cost savings.
- Collaborated on many projects, including:
  - Several dealership divestitures, acquisitions, and remodels
  - Implementation of new phone system, IT ticket system, HR recruiting platform, and payroll system
  - Revamping the onboarding and termination process, creating automations to benefit IT, HR, and the hiring managers
  - Annual computer replacements
  - Quarterly employee access reviews
- Focused strongly on processes and communication, writing many knowledge base articles for internal use and for employee end-users.

Senior BMW Genius, **BMW of Minnetonka** Nov 2013 – May 2017

- Delivered BMW vehicles to customers and educated them on how to use the features in their new vehicle.
- Communicated with customers to schedule follow-up education sessions, known as Encore deliveries.
- Provided technical support to customers, regarding the electronic features in their BMW and their mobile devices.
- Stayed current with BMW product knowledge and current mobile device technology, including educating other employees.
- Managed scheduling and training of a team of BMW Geniuses.

Apple Specialist, **Apple** Oct 2010 – Nov 2013

- Advised customers with purchasing Apple devices and accessories, both in-store and over the phone.
- Provided excellent customer service, often guiding a customer from start to finish through the process of selecting a product, purchasing the product and accessories, and helping them get started with the new device.
- Stayed current with Apple product knowledge and technology trends, often using my experience with Android products to be a resource for customers and other employees.
- Assisted with inventory and general appearance of the products and store displays.

## Skills

### Languages & Libraries

HTML, CSS, JavaScript, React, Vite, Next.js, Bulma, FontAwesome, Anime.js, Chota

### Tools & Platforms

Git, Bitbucket, Nova, Transmit, Affinity Suite, Figma

## Projects

### Onboarding Web App

Web app for generating new employee login information, dynamic task list for IT, and results for the hiring manager. Built with HTML, CSS, Javascript, Bulma, Anime.js, FontAwesome.

### MSA Calendar Update

Rebuilt the event calendar for Mississippi Alliance of Nonprofits, matching their branding and design.

### milespf.com

Personal website built with HTML, CSS, Javascript, Chota, and FormEasy.

## Education

### Codecademy Certs

Intro to UI/UX Design

Learn React

HTML/CSS/Javascript courses

### FreeCodeCamp Certs

Responsive Web Design

Intro to React

### Hennepin Technical College

AAS degree - Audio Production

Pro Tools Certification

## Interests

Playing and producing music, travel, cooking, nutrition and fitness, Lego