

# MIKKEL CHAMBERS

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## Community, Diversity, Empowerment

My passion in life is to support people towards developing power, the tools, and the skillset for them to be successful and healthy. I specialize in creating pro-social and collaborative environments in education and the workforce. I foster community and social interaction so people can be real and vulnerable with each other. My goal is to expand knowledge, create healthy teams, and foster a love of community and social engagement. I lead with the community in mind and mentor to the specific needs of the individual. I am always seeking to expand my knowledge and skillset to keep up with the changing times.

## PROFESSIONAL EXPERIENCE EDUCATION

**3WIRE** | Supply Chain Analyst | Osseo, MN | 2015 – 2018

- Fostered collaboration and communication between divisions of the business which led to innovative procedures that reduced workload by 15%, improved delivery performance by 4.7 days and increased stock metrics by 23% while reducing total cost of inventory.
- Cultivated stakeholder relationships between OCMs, OEMs, and internal management to promote cross-function teams, collaboration, and strategies for executing promotions and new releases.
- Mentored newly onboarded staff to ensure they had the skills, knowledge, and skillset to exceed expectations. Acted as SME in analysis, supply chain strategies, and team communication.

**TARGET CORPORATE** | Merchandise Specialist | Minneapolis, MN | 2014-2015

- Supported buyer and vendor communication ensuring smooth transition from monthly promotions and inventory on boarding.
- Facilitated communication between stores, corporate, and warehouses creating a safe environment where partners could focus on problem-solving and collaboration.
- Communicated metrics and KPIs providing transparency and expectations to vendors and other business partners.

**KLINE NISSAN** | Business Development Manager | Maplewood, MN | 2014-2014

- Empowered customer service staff to develop relationships with clients creating an increased retention of warm leads by 13%.
- Collaborated with senior leadership to develop targeted marketing campaigns, KPIs, and processes to ensure the success of the new call center.
- Acted as a liaison between the new call center and sales units facilitating change management, conflict resolution, and best practices for team interaction.

**MYPILLOW INC.** | Customer Service Supervisor | Chanhassen, MN | 2012-2013

- Provided support to customer service staff and management dealing with conflict and business escalations.
- Trained staff in using pro-collaborative language reducing escalations by 18%.
- Developed training and onboarding material to ensure training in best-practices regarding communication, customer engagement, and customer retention.

## COMMUNITY FOCUSED ENGAGEMENT

**MOSAIC CHURCH** | Middle School Youth Group Leader | Minneapolis, MN | 2012-2014

- Empowered and mentored youth in poverty providing additional support structures and frameworks focused on education, family development, and Christ-oriented cultural healing.
- Fostered community relationships between diverse culture groups by developing family-oriented events and volunteer opportunities.
- Promoted individual relationships with Jesus Christ acting as a mentor to build biblical knowledge and active application.

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### **GRACE CHURCH** | Highschool Youth Group Leader | Roseville, MN | 2015-2017

- Administered frameworks for understanding complex biblical theology and how to apply those insights to community and social groups.
- Encouraged research into understanding diverse cultural groups and religious beliefs. Provided a safe environment for students to ask questions and engage in Christ-seeking behavior.
- Engaged in promoting cultural and socio-economic awareness by preaching gospel parables and analyzing champions of diversity in history.

### **BETHLEHEM CHURCH** | Young Adult Pod Leader | Mounds View, MN | 2018-2019

- Enhanced biblical knowledge by providing research frameworks into understanding scriptures and real-life applications.
- Discipled a group of men providing a safe environment to analyze gender and cultural stereotypes and how to support and encourage biblical healing.
- Stoked passion and excitement into developing relationships with Jesus Christ and Christian community.

## PROJECTS

### **GRADUATE THESIS**

- Quantitative research thesis focused on exploring communication frameworks found in online video games and how those frameworks affect team performance.
- Reviewed and analyzed past research on virtual teams and video games to gain insight into public perception and narrative.
- Utilized SPSS and R to manipulate and understand large data sets.

### **GAMESCRAPER**

- App created to scrape game news articles and allow for comments and notes on articles.
- Uses Node.js, Mongoose, Express, MongoDB, Cheerio, Heroku, and MLabs.
- Utilized front-end and back-end knowledge to create full product cycle.

### **CABINDAYS**

- An app designed to reduce frustration when it comes time to reserving the family cabin.
- Uses Node.js, Sequelize, Google Calendar, Node-mailer, and Heroku.
- GitHub SME responsible for front-end design, jQuery, and JavaScript.

### **YOUR NIGHT OUT**

- Application focused on designing community-oriented events with minimal clicks and website visits.
- Uses Firebase, Google Maps API, Ticketmaster API, and DataTable.
- Responsible for front-end HTML, CSS, and project management.

### **RASPI DIY PROJECTS**

- Customized a Linux based operating system of a raspberry pi to allow for a virtual emulator focused on SEGA GENESIS and GameBoy Advance games.
- Built and maintained a Raspberry Pi NAS Server utilizing Unix to enable file sharing amongst multiple users while privatizing data.

## EDUCATION

UNIVERSITY OF MINNESOTA | Full-Stack Development Bootcamp

UNIVERSITY OF ST. THOMAS | Project Management | Business Analytics | Supply Chain

BETHEL UNIVERSITY | Master of Arts | Communication Studies

NORTHWESTERN UNIVERSITY | Bachelor of Arts | Communication Studies