# Sky Madsen

**OPERATIONS LEADER · BUILDER · SYSTEMS INTEGRATOR**

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General Manager with 20 years in customer-facing operations who also builds the systems behind them. Owns a $3.9M P&L and a 30+ person team at Starbucks, grew weekly sales $7K in twelve months, and has deployed 25+ software and hardware projects for private and public use. Google IT Support certified. Looking for the place where I can make the biggest impact on people and technology.

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| **$3.9M P&L** | **30+ team** | **+$7K weekly sales** | **96% Customer Connection** | **25+ projects deployed** |

## EXPERIENCE

**General Manager** · Starbucks · Los Angeles, CA — 2019 – Present

- Own the full P&L for a Tier 2 drive-thru generating **$3.9M** a year (about $75K a week), including labor, waste and controllables.
- Grew 12-month rolling average weekly sales by **$7K** (from $68K to $75K, +10%) and set a store sales record of **$86.6K** in October 2026.
- Hold a **96%** Customer Connection Score, one point over goal, with extended stretches at 100%.
- Keep partner turnover **under 30%** and developed **6–10** team members into supervisor roles and beyond. Golden Croissant winner.

**Web Developer & E-Commerce Admin** · Beverage Factory · San Marcos, CA — 2016 – 2019

- Managed the e-commerce backend and CRM, keeping web inventory in sync with a large warehouse across several thousand SKUs and product configurations.
- Built front-end features and admin tools for order processing and fulfillment; turned warehouse feedback into fixes shipped to the live store.

**Internet Sales Manager / Sales Consultant** · Infiniti · Escondido, CA — 2009 – 2015

- Ran digital lead capture and luxury sales funnels, converting web and phone leads into showroom appointments and closing high-value negotiations.

**Electronics Specialist** · Target · San Diego, CA — 2007 – 2010

- Technical sales and guest service in the district's highest-grossing department.

## SELECTED PROJECTS

- **Field Notes** — AI job-search agent: Claude, SerpApi, Mapbox, Telegram alerts, Gmail SMTP.
- **SomebodyStoleThat** — fraud-intelligence React app with Railway proxy and Anthropic web search.
- **PackDog** — Stripe dropship storefront with CJDropshipping, built entirely on Android.
- **SkyOps Agent** — five-tab career operations dashboard, Node/Express.
- **Network+ Simulator** — browser-based N10-009 labs and mock exams (Vite, React, TypeScript).
- **Home lab** — home server and network build; ESP32 hardware prototyping.

## SKILLS

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| **Leadership** | P&L management · team building · coaching · hiring & scheduling · customer service · process improvement |
| **Technical** | React / Vite · Node / Express · REST APIs · Claude / Anthropic API · Railway · GitHub Actions · Stripe · Tableau |
| **IT** | IT support · networking fundamentals · troubleshooting · Linux · documentation |

## EDUCATION & CERTIFICATIONS

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|---|---|
| **Education** | B.A. Organizational Leadership, Arizona State University (expected 2027) |
| **Certifications** | Google IT Support Professional Certificate (July 2026) · Tableau Data Visualization Specialist · Google AI Fundamentals · CompTIA Network+ (next) |