

# Mary Haedrich

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## EXPERIENCE

**Dispatcher**, B&B Direct, Holbrook, NY

July 2025 - Present

- Coordinated daily route assignments and logistics for delivery fleet, optimizing efficiency and ensuring timely customer deliveries.
- Monitored driver performance and provided real-time support to resolve delivery issues and maintain service standards.

**Delivery Associate**, B&B Direct, Holbrook, NY

November 2023 - July 2025

- Delivered excellent customer service, strictly adhered to customer instructions, and gladly assisted customers.
- Routinely adapted to new and challenging delivery routes while maintaining high safety and customer feedback scores.

**Fullstack Developer**, Internship, North Atlantic Industries, Bohemia, NY

June 2022 - May 2023

- Designed and developed components using modern serverless architecture and microservices, resulting in a 90% reduction in load times, improved scalability, and SEO optimization.
- Integrated Algolia Search and Autocomplete to improve the user search experience and reduce search times.
- Prototyped and developed a product configurator for a new product, increasing customer engagement by 25%.
- Ported and refactored legacy ASP.NET code to improve the internal jobs service, resulting in a 30% reduction in response times, increased efficiency, and the elimination of thousands of lines of technical debt.

**Web Developer**, Sticker.com, Babylon, NY

November 2020 - May 2022

- Developed and maintained internal web applications using Node.js and React.
- Created reusable UI components using React and Next.js, significantly reducing development time and increasing code maintainability while enforcing best practices.
- Implemented responsive designs using HTML, CSS, and JavaScript, ensuring cross-browser compatibility and mobile responsiveness.

**Implementation Manager**, ScribeAmerica, Long Island, NY

Jan 2019 - March 2020

- Coordinated with physicians, IT teams, and facility liaisons to ensure seamless implementation of scribe services, resulting in increased provider productivity and improved patient care.
- Recruited, hired, and trained a team of highly skilled medical scribes to document patient history, physical examination, and other relevant data as verbalized by the patient and provider.

**Medical Scribe**, ScribeAmerica, Long Island, NY

May 2018 - Jan 2019

- Accurately documented history, physical examination, laboratory, medication, and radiology notes as verbalized by the patient and provider across a variety of medical specialties.

## EDUCATION

Fordham University, New York, NY

BA, New Media & Digital Design

## SKILLS

Conversational Spanish, HTML, CSS, JavaScript, SQL