MICHAEL ROLINCIK

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SELECTED PROJECTS

Shopify admin apps built for The Juilliard Store, shipped from scratch with AI assistance (Claude Code); all in daily production use by store staff

- **ReStocky** | Purchasing and receiving system (Next.js, TypeScript, Neon Postgres, Shopify OAuth, Vercel) used daily by the store's full 9-person purchasing and receiving team across 37K SKUs; team stayed on it after Shopify extended Stocky's sunset; intermittent-demand forecasting (Syntetos-Boylan classification, TSB); eliminated a $3K+/year subscription.
- **Special Orders** | Next.js + Polaris admin app consolidating the store's special-order workflow (search, hold dates, branded invoices, custom receipts). 50+ PRs across 10 phases. In daily use by store staff.
- **Item Clearancer** | Admin app that collapses a 5-10 step manual clearance workflow into a single SKU lookup and confirm action.
- **Annual Inventory Lookup** | Read-only search app (Next.js, Postgres, Shopify Admin API, Polaris) built on the annual inventory count (30K+ items, 323 zones): shows where each item was counted, sales since, and live on-hand stock. Refined over three annual counts.

EXPERIENCE

Operations Manager 10/2024 – Present
The Juilliard School, Juilliard Store New York, NY

- Designed and built internal tooling for store operations: five production Shopify admin apps (including a custom inventory management and demand forecasting platform), Power Automate flows that consolidate procurement emails into a centralized tracker, and custom Claude skills for vendor-specific PDF invoice extraction across 8+ publisher formats.
- Manage daily retail and Shopify e-commerce operations for a $2.2M business with 43,000+ orders/year; contributed to reversal of a -9% YoY decline to +13% YoY growth by Q2 2025 by optimizing merchandise receiving workflow and tightening product content standards; supported record fall 2026 volume, including the store's highest month ($231K, 4,880 orders) and a record quarter (12,400+ orders, +18% YoY).
- Process vendor invoices and purchase requisitions across 100+ supplier accounts, including freight cost coding and reconciliation; served on the hiring panel for the store's Retail Supervisor role.
- Plan and execute annual inventory count (37K SKUs, ~$2.3M); prep internal product data, coordinate equipment/software with vendor, set schedules and checkpoints, and train/assign staff; completed previous two counts on time with minimal disruption; maintained 99%+ inventory accuracy across annual counts
- Led cross-functional initiative with Design and Editorial to redesign in-store shelf tab/signage system to improve wayfinding and visual brand consistency; owned scope, stakeholder alignment, and production calendar.

Interim Accounts and Receiving Manager 2/2024 – 10/2024
The Juilliard School, Juilliard Store New York, NY

- Established centralized billing inbox covering 100+ vendor accounts, reducing manual invoice retrieval and misrouted emails.
- Reduced invoice reconciliation cycle time 50% through process standardization and workflow optimization.

Sales Associate 5/2023 – 2/2024
The Juilliard School, Juilliard Store New York, NY

Intake Coordinator 3/2022 – 5/2023
LifeStance Health Remote (Northeast)

- Built and shipped a routed provider-intake pipeline (insurance, availability, needs-based filters) without a playbook to replace a manual spreadsheet process; cut intake assignment time and cleared the new-patient backlog.

Additional Roles

Student Services Administrator | *Boston Architectural College*, Boston, MA 11/2018 – 4/2019
Client Operations Manager | *Hello Alfred,* Boston, MA 1/2018 – 6/2018
Practice Administrator | *Dermatology Associates,* Norwood, MA 10/2017 – 1/2018
Concierge Operations Associate | *Cambridge Innovation Center,* Boston, MA 8/2016 – 6/2017

EDUCATION

Boston College, Bachelor of Arts (Music & Sociology) 2012 – 2016
Northeastern University, Coursework toward Master of Architecture 2019 – 2020

SKILLS

Building & AI: AI-assisted development for prototyping, research, analysis, and building (Claude Code, Next.js, Polaris, App Bridge, GraphQL Admin API, Vercel, Git) | Custom Claude skill authoring | Data extraction and transformation (PDF, CSV, Excel) | Power Automate workflow automation | basic JavaScript / TypeScript reading and editing
Operations & coordination: Workflow optimization | Vendor management | Cross-functional coordination | Timeline management | Internal documentation and technical writing
Tools: Microsoft Excel | PM platforms (Trello, Airtable, Asana) | Adobe Creative Suite (Photoshop, Illustrator, InDesign)