Chris Gomez

(571) 244-2215
San Diego, CA
chrisgomezsd@gmail.com

LinkedIn · **Portfolio** · **GitHub**

Data Analyst and Engineer with 5 years of start-up experience wearing many different hats. Highly passionate about learning and finding better ways to solve problems while identifying areas of improvement in current processes.

Experience

June 2017 - June 2022
Eaze, San Francisco, CA - *Quality Improvement Specialist*

- Developed and maintained dashboards, self-service tools, and ad hoc reports to analyze and distribute data associated with the customer experience, product performance, and business operations to assist with strategic decision-making.

- Assisted with the creation and maintenance of a custom Zendesk setup. Updated the tagging system for emails to provide better analytical data for the team and allow for leadership to better quantify potential problems.

- Created and maintained the processes for the auditing of customer-facing HelpDesk content. Including: product FAQs, site usage FAQs, Delivery FAQs, and any other necessary documentation.

- Created and maintained the development and auditing of content and resources associated with internal training of new and tenured support agents.

- Identified actionable insights, provided recommendations, and influenced the direction of the business by effectively communicating metrics and results to stakeholders.

- Collaborated with the Engineer team to test, craft, and measure product experiences and identify trends and opportunities for improvement.

- Reported trending compliance issues to Trust and Safety, and assisted with investigations into related cases. Worked directly with the Legal team when needed to properly respond to a wide range of business circumstances.

- Created reporting for Brand Partners and Department Managers providing information related to team performance, overall CSAT performance for the department, and product performance.

- Responsible for managing team Slack, Email, and Live Support as needed in a time sensitive environment that could pull you in multiple directions throughout your work day.

Projects

Flask + React/Redux:

Petsy · [GitHub](#) · [Live Link](#) · An Etsy-inspired clone:

- Managed source control within the development team by adopting **Trunk Based Development**, enhancing collaborative efficiency and code integration.

- Employed **JSX** within React to define UI components, effectively manipulating the Virtual DOM for optimized rendering performance.

- Utilized **React Redux** for state management, designing a comprehensive store and associated actions to maintain a predictable application state.

- Architected and implemented a backend infrastructure using **Flask** and **SQLAlchemy**, (including User, Review, CartItem, Product, Order, Favorite, OrderItem, and ProductImage) to underpin an e-commerce platform's core functionalities.

- Crafted **RESTful** endpoints to manage orders, products, user accounts, and related items, enabling operations such as order processing, product reviews, and user favorites management.

Ripaw · [GitHub](#) · [Live Link](#) · A banking app utilizing websockets.

- Added instant messaging functionality using **Socket.io**, enabling real-time user interactions and dynamic communication features.

- Implemented database design and migrations using **SQLAlchemy**, with **SQLite3** for local development and **PostgreSQL** in production, overcoming challenges associated with adapting code across different database environments.
- Crafted custom **CSS** in conjunction with **JSX** for dynamic content rendering, significantly enhancing the application's user interface and overall user experience.
- Engineered a comprehensive account and transaction management system using **Flask**, integrating **Flask-Login** for authentication, and **Flask-WTF** for form handling

Education

Nov 2022 - Dec 2023

App Academy - Full Stack Engineering Program

References

William Barthe
(Eaze - Previous CS Manager)
(909) 262 - 6409

Shannon Overton -
(Eaze - Previous Trust& Safety Manager)
(619) 717 - 1442

Javier Segura
(Eaze - Current Director of CS)
(619) 616 - 6554