Chris Hobdy

Atlanta, GA

(M) 678 977-9570 ~ (email) [hobdy.chris02@gmail.com](mailto:hobdy.chris02@gmail.com)

Portfolio: [https://hobdy-resume.herokuapp.com](https://hobdy-resume.herokuapp.com/), <https://atlantaclassical.ejoinme.org/achome>, <https://github.com/CRFullStack>, <https://gist.github.com/CRFullStack>, <https://www.linkedin.com/in/chris-hobdy>, [www.chrishobdy.tech](http://www.chrishobdy.tech/)

I work in an agile software development environment, collaborating with other departments to ensure a top-quality product that meets clients' needs. I have excellent technical and analytical abilities and my coding strengths as a programmer means I can debug and correct needed code sections. I have strong verbal and written communication skills and write solid technical manuals for developed applications. I am highly detail-oriented and can visualize how code will translate into the finished application. My ability to prioritize and effectively manage my time allows me to juggle several projects simultaneously.

Education

Georgia Piedmont Technical—Decatur, Ga

Certificate of Completion in Cisco Networking—December 2017

Concentration: Networking: GPA: 3.5

Dean’s List: Maintained 3.0+ GPA 2016-2017

Certifications

Bomgar Representative—Dec 2017

KCS V5 Foundation—Dec 2017

Work Experience

* Atlanta Classical Academy Silent Auction Website—Atlanta, GA—November 2018 to Present—Freelance Web Developer
  + Using Greater Giving's CMS, I designed Atlanta Classical Academy's silent auction web site. I used HTML and CSS to design the UI and UX of the site, I also added payment processing components which processes payments using TLS encryption and makes it easy for guest to purchase tickets and register their credit cards for the auction.
* Chick-fil-A—Atlanta, GA—November 2017 to Present (as a contractor with Thompson Technologies) —Help Desk Analyst I
* Apply corrective action processes to accurately resolve customer order issue
* Work across multiple applications to perform error resolution
* Fulfill service orders that meet original time frame commitments made to customers
* Isolate and resolve problems by correlating information from networking equipment
* Create tickets and maintained necessary documentation to track the ticket through resolution
* Receive and handle calls directly from team members and operators
* Submit requests to order hardware
* Flag and create Knowledge base documents
* Follow the Standard Operating Procedures as instructed
* Provide remote desktop PC and telephone support to internal customers with a focus on superior customer service
* Support client POS Hardware including registers, bump bars, kiwis, KPS’s, receipt printers, and connectivity hardware
* Work closely with NCR hardware and software
* Communicate with team members and Operators daily, who all have different levels of technical knowledge. I must quickly assess how technically savvy the individual I’m dealing with is and adjust accordingly.
* Created a Python script that uses an api found on GitHub to automate uploading content to Google Docs spreadsheet.
* Created a Python script that opens all the applications I use daily with one click.
* Created a JavaScript web application to help streamline the SOP process. I also created a C# program to go along with the app. The program lets you easily update the JavaScript app without touching the source code.
* Created a Python script that uses an Outlook api to help mass delete messages from the folder of your choice.
* Thompson Technologies—Atlanta, GA—November 2017 to Present—Help Desk Analyst I
* Wingate Inn—Atlanta, GA—November 2016 to November 2017
* EFI Global—Atlanta, GA—September 2016 to December 2016—Freelance Web Developer
* Using Adobe, I created a custom pdf form which communicated with a 3rd party app using Javascript
* Elite Home Products, Inc—Saddle Brook, NJ—May 2016 to August 2016—Paid Internship
* Created new SQL queries that aided the database admins search through millions of warehouse records
* Elite Home Products, Inc—Saddle Brook, NJ—May 2015 to August 2015—Paid Internship

Programming Skills

Python, Java, Javascript, C#, JQuery, Java for Android, HTML5, CSS3, MySQL, Oracle-SQL, MongoDB, No SQL, AWS DynamoDB w/BOTO3, Bash scripting for Debian, XML

Platforms

Linux Ubuntu & Debian Server/CLI, Cisco, Git, GitHub, .NET, Visual Studio 2017, Xamarin, Android Studio, Kali Linux, Amazon toolset, SOAP & Rest, API, Oauth2, Flask, Django, Node.js, ExpressJS, MVC, Heroku

Other Tools

SharePoint, Service Now, Virtual Box, VmWare, Microsoft O365 Suite, SonicWall, Wireshark, Nmap, Symantic, Norton, Bomgar, and Avast

Routing Protocols

VLAN, OSPF, EIGRP, MPLS, IPv4, LAN, WAN