

## Contact

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## Top Skills

React.js  
Javascript  
Wordpress

## Education

Bachelor's, Computer Science  
Bachelor's, Music

# Christopher Stewart

Web Developer and System Administrator  
Greensboro--Winston-Salem--High Point Area

## Summary

Highly skilled and detail oriented Wordpress Developer with over 3+ years of professional experience. Experienced in multiple aspects of Wordpress Development, including SEO/PPC campaigns, custom plug-ins, and mobile-first design. Christopher is a very results-driven personality with strong customer service skills and a hunger to bring big picture solutions to technical issues as one of your best team players. Please find portfolio here: <https://www.ciegedvelopes.com/>

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## Experience

Prescient Co.  
IT Support Specialist  
May 2022 - Present (6 months)  
Arvada, Colorado, United States

- Track and respond to internal technical issues using ZenDesk ticketing system
- Created and maintain inventory system using proprietary application developed in house using Python, Microsoft Excel, and Power BI
- Refactor and maintain system automation scripts using Powershell and Python
- Support internal clients using remote solutions such as Dameware, Chrome Remote Desktop, MS Teams, and other VNC clients
- Diagnose and repair complex software and hardware issues with client endpoints, internal servers, and remote servers in a datacenter environment.
- Support Windows Desktop, Mac OS (iPad and Macbooks), and Windows Server environments using Active Directory, Verizon MDM, HP Device Manager and other System Administration Tools

Channel One Regional Food Bank  
Web Developer  
April 2022 - Present (7 months)  
Web Developer

- Collect information and create content using several plug-ins/tools such as Gravity Forms, Content Blocks, Popup Maker, and Google Analytics

- Create and maintain custom plug-ins using PHP and REST APIs to solve specific business problems related to the food bank.
- Create custom monthly analytics reports using Google Analytics and AIOSEO
- Maintain and create system automation rules using Zapier for connecting tools such as Bloomerang, Stripe, and Wordpress together
- Create new web pages using HTML5, CSS3, PHP, and Javascript to display new content for the food banks as needed

## ITGuysTeam

### Web Developer

September 2021 - February 2022 (6 months)

Lakewood, Colorado, United States

- Received calls, email, and chat communications and resolve incoming customer issues
- Wrote Knowledge Base Articles for training new hires and maintain other documentation to keep information up-to-date
- Built training web app for new hires to use as a call script during client support calls
- Designed and launched new websites for customers and clients using CMS technologies along with HTML, CSS, Javascript, and React.js
- Performed internal SEO to up rankings in SERPs and generate better conversions
- Debugged internal website, MySQL Databases, and client websites as requested by development lead and required by clients
- Maintained great teamwork and organization through agile methodologies using tools such as Slack (Scrum), Kanban, and Trello

## Sunrun

1 year

### IT Support Specialist - Team Lead

March 2021 - July 2021 (5 months)

- Managed 27 team members and associates to provide excellent customer service to internal clients
- Consistently praised for high quality work, customer-oriented attitude, and persistence to get issues resolved quickly and reliably.
- Communicated with other departments and teams frequently in a friendly, supportive manner to efficiently resolve customer issues
- Supported iOS, Chrome OS (chromebook), and Windows Operating Systems for maintaining optimal working environment

### Information Technology Support Specialist

August 2020 - March 2021 (8 months)

Denver, Colorado, United States

- Supported internal clients through Google Chat (Google Suite, G Suite) environments
- Managed Chromebook and iPad devices through remote MDM tools and system administration services
- Resolved complex software and hardware installations and troubleshooting in an IT Help Desk environment

### GameWorks, Inc.

Hardware Engineer

April 2019 - July 2020 (1 year 4 months)

Denver, Colorado

- Assembled, disassembled, and tested electronic and mechanical equipment and parts; to inspect, identify, troubleshoot, refurbish and/or repair electronic-mechanical equipment.
- Accurately evaluated electronic products and equipment down to the board component level.
- Followed written procedures and processes but also have the ability to think quickly to answer questions and solve problems involving differing situations, requiring creativity to search for solutions among learned and unlearned alternatives.
- Troubleshoot, collected, compiled, and analyzed information to develop recommendations
- Tracked of parts inventory and prepare timely and accurate parts requisitions

### Epic Escape Game

Cluemaster

August 2018 - April 2019 (9 months)

Denver, Colorado

- Customer service role that was responsible for ensuring guest enjoyment of the venue,
- Cleaned and maintained each escape room, preparing each game and thoroughly checked puzzles and props for quality game play
- Monitored each game as they progress to ensure safety and satisfaction of guests using CCTV and other audio recording technologies

### Berea College

Senior A/V Technician

August 2016 - May 2018 (1 year 10 months)

## Berea, KY

- Lead team of A/V technicians in recording events hosted by the Department of Music.
- Trained new employees on video equipment, sound systems, and post production
- Developed and maintain good rapport among faculty and staff to encourage good communication between departments
- Lead event setup and strike
- Maintained working knowledge of all available equipment
- Scheduled live events, lead sound checks, and set lighting cues for shows
- Increased work efficiency of team and POST computers: decreased event production time by over 8 hours, allowing for events to be processed within one day

## Historic Boone Tavern Hotel & Restaurant of Berea College Music Performer

August 2015 - December 2017 (2 years 5 months)

- Performed music (via piano) in hotel lobby for 2 - 4 hour shifts daily.
- Perform events as requested by management
- Composed and improvised many pieces as needed to keep set list from growing stale.

## Berea College

2 years 10 months

### Music Department Sound Technician

August 2014 - May 2016 (1 year 10 months)

- Strong knowledge of signal flow and general AVL techniques
- Acted as point of contact for client questions related to audio or general needs
- Provided Audio Technical support during Live Entertainment events
- Assisted in Video Production recording as Camera Operator and Live Coordinator with Tricaster Technology
- Maintain event library with video editing and DVD-burning technologies such as Adobe Premiere Pro, and Vegas Pro.