

Charles Pine

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SUMMARY

Driven and motivated individual seeking to develop knowledge and utilize skills in hardware and software configuration, technical troubleshooting, and customer service. with hands-on experience in web maintenance and technical support,

EXPERIENCE

Web Developer

Upwork

September 2022 - Current, Remote

- Provide web maintenance, performance optimization and technical support for clients.
- Design, develop and deploy custom web applications for various clients.
- Manage multiple projects simultaneously with minimal communication, meeting deadlines and exceeding client expectations.
- Engineered responsive web designs that improved user engagement, leveraging cutting-edge frameworks and collaborating effectively with clients via Upworks messaging system.

Delivery Driver

Favor

September 2022 - Current, Houston, TX

- Deliver packages safely and on time, adapting to real-time changes and challenges while providing constant assistance to the client.
- Gain excellent time management and organizational skills, ensuring prompt, accurate, and safe delivery.
- Implemented navigation tools and strategies to enhance route efficiency, effectively reducing delivery times and improving customer satisfaction.
- Demonstrated patience by effectively handling customer inquiries and delays, resulting in a 94% customer satisfaction rate over a 12-month period.

Full Stack Web Developer

Astroworld.io

June 2021 - September 2022, Remote

- Managed the entire software development lifecycle, including troubleshooting technical issues and ensuring proper system integration.
- Collaborated with cross-functional teams to ensure systems and web applications performed optimally across devices and browsers.
- Performed backend and front-end tasks, including system debugging and performance optimization while documenting any changes.
- Provided technical support for system deployments, resolving issues related to software, connectivity, and user interface.
- Maintained data integrity and security through frequent code uploads to a repository, complemented by regular backup testing to minimize downtime.

EDUCATION

Kinesiology

University of Illinois at Chicago • Chicago, IL • 2018 • 3.7

CERTIFICATIONS

A+

CompTIA • 2025

- CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles.

SKILLS

Frontend: HTML, CSS, JavaScript, React, React Native, TypeScript, Bootstrap

Backend: Java, Python, Node.js, Express

Databases: SQL, MySQL, MongoDB, PostgreSQL

IT: Hardware and Software Installation, Networking and Connectivity Issues, Remote desktop support, System Updates and Patching, Customer Service and Communication, Debugging
