



# Chase M. Marcum

Software Engineer/Web Developer

4008 SE Kibling Ct., Troutdale, OR 97060

Email: [chase.m.marcum@gmail.com](mailto:chase.m.marcum@gmail.com)

Website: [chasemarcum.net](http://chasemarcum.net)

Phone: (503) 888-5604

## Summary of Qualifications

- Extensive education on **software development** through **practical application** and **theory**, encompassing **design, development, deployment**, and **maintenance** of a software product.
- Proven **ability** to make **informed decisions**, **adapt to situations**, and **seek understanding**.
- Ability to **manage** and **prioritize** multiple tasks/projects and deadlines simultaneously.
- Over 14 years of successful experience in **management**, **supervision** and **customer service**.

## Technical Skills

ASP.NET MVC  
ASP.NET  
C# Programing  
SQL Server  
NUnit  
MS Office Suite

WCF  
LINQ  
C++ Programing  
Visual Studio  
JSON  
Excel

HTML5 & CSS  
JavaScript  
jQuery  
Bootstrap  
Knockout  
PowerPoint

Java  
JUnit  
Windows  
Win 8 App Dev  
Source Control  
Word

## Education

### Oregon Institute of Technology

Bachelor of Science in Software Engineering Technology

Expected completion: June 2015

GPA: 3.64

Wilsonville, OR

2011 – present

### Mt. Hood Community College

Associate of Applied Science in Computer Science

Honors: Phi Theta Kappa Honor Society, President's Honor

GPA: 3.96

Gresham, OR

2010 – 2012

## Skills and Experience

### SOFTWARE DEVELOPMENT

- **Team Lead** in Oregon Tech's junior software development project, utilizing the **Agile** and **SCRUM software development** process to gather **requirements**, **model**, **analyze**, **develop** and **integrate** an **n-tiered architecture** product.
- The ability to **identify**, **formulate**, and **solve** software engineering problems, through the **specification**, **design**, **implementation**, and **testing** of software systems.
- Knowledge of **data structures**, **theory of computation**, **operating systems**, **compilers**, **programming languages**, and **computer architecture**.
- Understanding of the **software development life cycles (SDLC)** of design, development, deployment, and maintenance.

### IT SERVICES

- **Ensured** all company facilities/departments are up, running and **operational 365 days a year**.
- Primary IT **support** for seven medical clinic locations, business office, and billing department.
- **Planned**, **organized**, **scheduled**, and **coordinated** diverse IT projects and activities.
- Preserved the **integrity** of the company's website by **routine updates** and **revisions**.
- **Sustained** and **managed** all company's social media accounts.

### MANAGEMENT, SALES, AND CUSTOMER SERVICE

- Ensured overall excellence in **operations**, **risk management**, **training**, and **compliance performance**.
- Scheduled staff and store resources to ensure **appropriate coverage** to **meet company goals**.
- Continuously **improved** company's **performance**, **operational excellence** and associate proficiency.
- **Provided positive** and **constructive feedback** to help employees improve their skills.
- **Led** and **trained** customer service standards and **achieved** top sales results.
- **Identified opportunities** and referred to appropriate divisions within company.
- **Developed** new business with current and prospective customers.
- Assisted in growing extensive sales, operations and product knowledge through ongoing **training**.
- **Formulated** business strategies and **drove** results by **aligning** store goals with company goals.

## Employment History

2012 – 2013	IT/Facilities Specialist	Northwest Urgent Care, LLC	Gresham, OR
<p>I was brought on to Northwest Urgent Care to solely take over the <b>Networking</b> and <b>IT</b> responsibilities of the business that was previously managed by a third party company. I started with Northwest Urgent Care to <b>gain working knowledge</b> and <b>experience</b> in the computer industry while attending school at Oregon Tech full-time. I was able to utilize many of my previous work experience skills to this position that allowed me to excel in my duties and responsibilities. With my customer <b>service skills</b> I was able to establish and maintain <b>effective working relationships</b> with co-workers and vendors. Through my <b>management skills</b> I was able to <b>plan, organize, schedule, and coordinate</b> diverse IT and/or building maintenance <b>projects</b> and activities. This position also allowed me to expand and gain on my current knowledge of Networking and computer that I have gained through school and experience. Key accomplishments that I have done at Northwest Urgent Care are as follows:</p> <ul style="list-style-type: none"><li>❑ In August 2012 I effectively <b>planned</b> and <b>implemented</b> an upgrade of the clinics Electronic Medical Records system from Centricity CPS 8 to Centricity CPS 10. This included installing a new <b>server</b> to become the new <b>primary domain controller</b>, repurposing the existing servers and setting one up as a new <b>terminal server</b>, transferring the <b>SQL</b> database to the new <b>SQL server</b>, and upgrading a majority of the clinics workstations.</li><li>❑ I was part of the project management team that <b>designed, planned, and executed</b> the building of the Urgent Care Express Clinic that opened in November 2012. This included installing a new terminal <b>server</b> to the domain, setting up new <b>workstations</b>, setting up a public wireless network, and creating a large digital sign for the front windows.</li><li>❑ <b>Designed, built, and managed</b> the website <a href="http://www.u-c-express.com">http://www.u-c-express.com</a> for our Urgent Care Express Clinic, including the mobile website.</li><li>❑ <b>Preserved</b> and <b>sustained</b> the <b>integrity</b> of the company's websites and all company's social media accounts.</li><li>❑ Participated in the process of <b>planning</b> and <b>implementing</b> a rebranding of all clinics to reflect name change to Northwest Urgent Care. This included obtaining bids and communicating to different vendors to change existing building signage, replace marketing material, and redesign the website and social media accounts.</li></ul>			
2006 – 2010	Assistant Banking Center Manager	Bank of America	Portland, OR
<p>I was recruited to Bank of America to become the Assistant Banking Center Manager for the highest volume banking center within the Portland Metro Market, Eastport Plaza Banking Center. I came to Bank of America to learn, grow and experience the <b>operations</b> of banking, while also <b>improving</b> and <b>utilizing</b> my previous <b>management skills</b> and <b>experience</b>. Through the partnership of my Market Executive Manager, we determined the next natural step for my development was to step into the Personal Banker role to further my skills in sales, while also assisting other banking centers in <b>operations</b>. In the transition period with Bank of America I have had great experience in assisting other banking centers, while also <b>building relationships</b> and <b>networking</b> with other associates of our market. My additional accomplishments within the company were as follows:</p> <ul style="list-style-type: none"><li>❑ Within my first four months with Bank of America I was able to bring the banking center from a previous operational audit score of 6 out of 10 to an <b>improved</b> score of 8. Through <b>managing</b> and <b>coaching</b> I was also able to <b>improve</b> tellers <b>achieving</b> their referral <b>goals</b> from 43% to 100% of tellers meeting or <b>exceeding</b> their referral <b>goals</b>.</li><li>❑ For the first quarter of 2007, Eastport Plaza Banking Center was at 87% of their goal for checking account production. Upon completing the fourth quarter of 2007 the banking center was at <b>109% to goal</b> with an <b>increase in performance</b> in all other sales areas by 20%. This placed Eastport Plaza for performance to goals within the <b>top 3</b> banking centers in the Portland Metro Market.</li></ul>			
2005 – 2006	Small Business Specialist	US Bank	Beaverton, OR
<p>Within my first year with US Bank I initially stepped into a Personal Banker role with the intention to learn banking sales and <b>operations</b>. As a Personal Banker I performed as a <b>top new banker</b> within the region. I was quickly <b>identified</b> as a management candidate and was introduced into the "Emerging Leaders" program due to my past <b>management experience, sales experience</b> and my <b>performance</b> as a personal banker. US Bank then created a pilot Small Business Specialist position and it was my next natural step for positive <b>growth</b> within the company. As a Small Business Specialist, I went through <b>extensive training</b> and job shadowing. The Small Business Specialist position gave me a great opportunity to build small business sales. US Bank is now expanding the role within the company. My additional accomplishments within the company were as follows:</p> <ul style="list-style-type: none"><li>❑ In 2006 through personal bookings and referrals to my Business Banking Officer I <b>produced 1.4 million dollars</b> in new small business loans for third quarter and <b>1.2 million dollars</b> in fourth quarter.</li><li>❑ Beaverton Main Branch was recognized in the region as one of the <b>top branches</b> for their small business <b>growth</b> in 2006, ranked 3 out of 77.</li></ul>			
1997 – 2005	Operations/Merchandise Manager	Old Navy	Clackamas, OR
<p>My <b>experience</b> revolved around <b>multiple</b> store locations and various <b>management</b> titles. Responsibilities within my role as a manager <b>continually grew</b> in size and scope. They <b>encompassed</b> expanding dollar volumes, <b>complex training</b>, and <b>development</b> of various levels of staff. In <b>addition</b> to my regular duties I had taken on district positions that include District "StaffWorks" Program Expert, District Operational Audit team member, and assisted as a store opener in various locations throughout the region.</p>			