



Chase M. Marcum

Software Engineer / Web Developer

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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

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|--|----------------------------------|----------------------------|---------------|
| 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 Networking and IT responsibilities of the business that was previously managed by a third party company. I started with Northwest Urgent Care to gain working knowledge and experience 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 service skills I was able to establish and maintain effective working relationships with co-workers and vendors. Through my management skills I was able to plan, organize, schedule, and coordinate diverse IT and/or building maintenance projects 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">❑ In August 2012 I effectively planned and implemented an upgrade of the clinics Electronic Medical Records system from Centricity CPS 8 to Centricity CPS 10. This included installing a new server to become the new primary domain controller, repurposing the existing servers and setting one up as a new terminal server, transferring the SQL database to the new SQL server, and upgrading a majority of the clinics workstations.❑ I was part of the project management team that designed, planned, and executed the building of the Urgent Care Express Clinic that opened in November 2012. This included installing a new terminal server to the domain, setting up new workstations, setting up a public wireless network, and creating a large digital sign for the front windows.❑ Designed, built, and managed the website http://www.u-c-express.com for our Urgent Care Express Clinic, including the mobile website.❑ Preserved and sustained the integrity of the company's websites and all company's social media accounts.❑ Participated in the process of planning and implementing 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. | | | |
| 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 operations of banking, while also improving and utilizing my previous management skills and experience. 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 operations. In the transition period with Bank of America I have had great experience in assisting other banking centers, while also building relationships and networking with other associates of our market. My additional accomplishments within the company were as follows:</p> <ul style="list-style-type: none">❑ 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 improved score of 8. Through managing and coaching I was also able to improve tellers achieving their referral goals from 43% to 100% of tellers meeting or exceeding their referral goals.❑ 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 109% to goal with an increase in performance in all other sales areas by 20%. This placed Eastport Plaza for performance to goals within the top 3 banking centers in the Portland Metro Market. | | | |
| 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 operations. As a Personal Banker I performed as a top new banker within the region. I was quickly identified as a management candidate and was introduced into the "Emerging Leaders" program due to my past management experience, sales experience and my performance as a personal banker. US Bank then created a pilot Small Business Specialist position and it was my next natural step for positive growth within the company. As a Small Business Specialist, I went through extensive training 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">❑ In 2006 through personal bookings and referrals to my Business Banking Officer I produced 1.4 million dollars in new small business loans for third quarter and 1.2 million dollars in fourth quarter.❑ Beaverton Main Branch was recognized in the region as one of the top branches for their small business growth in 2006, ranked 3 out of 77. | | | |
| 1997 – 2005 | Operations/Merchandise Manager | Old Navy | Clackamas, OR |
| <p>My experience revolved around multiple store locations and various management titles. Responsibilities within my role as a manager continually grew in size and scope. They encompassed expanding dollar volumes, complex training, and development of various levels of staff. In addition 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> | | | |