

# Christopher Khalife

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Professional Summary: Former Technical Support Engineer looking to transition into an Entry Level Web Development role. Proficient in multiple web development languages but also eager to learn new languages and tools.

## Work Experience

### **Kofax Inc - Technical Support Engineer**

*November 2015 - October 2019*

- Diagnosed, troubleshooted, and identified solutions for customer issues related to application use, design and configuration.
- Provided enterprise level technical support for customers through phone, customer portal, email, and video conferencing
- Collaborated with a team to solve cases related to SQL, IIS, Windows permissions, network issues, Citrix, etc.
- Utilized tools such as Hyper-V, Process Monitor, Process Explorer, Event Viewer, and more to resolve customer issues
- Specialized and supported the product Kofax Transformation Modules (KTM) and Kofax Capture

### **Citient Inc - Software Developer Intern**

*June 2013 - November 2015*

- Created a vacation approval workflow application using Google App Script, HTML, Javascript, and CSS
- Completed IBM technical training courses for Portal & Websphere Development (WPL43, WPL47 & WPL55)
- Assisted with classroom setup & installation of VM images for IBM technical training courses

## Projects

### **My Bassist Chris - [www.mybassistchris.com](http://www.mybassistchris.com)**

*September 2019 - Present*

- Website for bass tablature (music notation) which features tablature for over 400 songs
- Site was developed using the following languages: NodeJS, HTML, EJS, CSS, Javascript, jQuery
- Site is hosted using the following AWS Services: Elastic Beanstalk, Code Pipeline, and Route 53
- Replaced former google site ([www.chriskhalifebasstabs.com](http://www.chriskhalifebasstabs.com)) which averaged between 1,500-2,000 unique viewers a month the last four years
- Integrated with Google Analytics for reporting

## Skills

- HTML/EJS
- CSS/Bootstrap
- Javascript
- NodeJS
- MongoDB/SQL
- Google App Script
- Amazon Web Services (AWS)
- Git/GitHub
- Software Debugging
- Troubleshooting

## Education

### **University of California, Irvine**

*Fall 2011-June 2015*

- B.S. in Computer Science