Christopher Alphonse
Software Engineer
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Github: ChristopherAlphonse | Linkedin: /in/christopheralphonse
Portfolio: christopheralphonse.com

SUMMARY

Dedicated professional with a decade of expertise in the healthcare industry and a passion for computer performance. Seeking to use my extensive job experience, analytical thinking, and creative problem-solving abilities to develop software. I have a proven track record of consistently delivering projects on time and proactively conducting independent research to tackle complex problems.

WORK EXPERIENCE

Freelancer/Consultant
Remote, Upwork   2018 - Present

Front-End Developer
    Spawner, AI Mission Driving SAAS Landing Page
- Collaborated closely with the CTO and designer to refine the design in Next.js, demonstrating a commitment to excellence.
- Exhibited exemplary teamwork by seamlessly implementing new UI/UX designs, contributing to the success of an AI-driven SAAS landing page mission.

Software Developer
    Demi Woods LLC, Accounting Service Provider
- Led the development of a company landing page, strategically designing each section to enhance user engagement.
- Skillfully integrated optimized keywords and meta tags, resulting in a notable improvement in SEO performance.

Front-End Developer
    Brinks, Financial Banking and Security Company
- Spearheaded the development of a desktop application using Electron.js and Node.js, showcasing technical leadership.
- Engineered a robust backend with SQLite3, efficiently managing data storage and retrieval for enhanced system performance.

Web Developer/Consultant
    FunkyJunkieCo, E-commerce Urban Online Shopify Store
- Generated insightful website analytical data using Shopify's API, providing valuable information to enhance user experiences.
- Implemented strategic optimizations, contributing significantly to the online store's performance and overall customer journey.

PATIENT OUTREACH COORDINATOR Remote
Shields Health Solution 2021 – 2023

- Specialized in Medicaid and Medicare, demonstrating exceptional proficiency in composing persuasive letters of necessity, resulting in streamlined processes and increased approvals.
- Utilized advanced skills in Epic Care and Willow Ambulatory to facilitate efficient pharmacy billing and meticulous management of medical records.
- Devised and executed strategic plans to provide additional support for patients, including initiatives for managing 340B programs, navigating copay issues, leveraging prescription coupons, and facilitating financial relief solutions.

LEAD PHARMACY TECHNICIAN Stoughton , MA
CVS Health Corp. 2018 – 2021

- Fostered collaboration with pharmacists and staff to conceptualize and execute a comprehensive team training plan.
- Orchestrated the development and implementation of the training plan, yielding remarkable outcomes: a 40% surge in technician productivity, a notable 65% reduction in customer complaints, and a commendable 15% enhancement in overall customer satisfaction.

EDUCATION & CERTIFICATION

WESTERN GOVERNORS UNIVERSITY Millcreek, UT
Bachelor of Science, Software Engineering Expected 2027
Relevant Coursework: Software Engineering; Network and Security; Algorithms; Data Management; System Design

GOOGLE IT SUPPORT SPECIALIZATION Remote
Coursera 2023
Relevant Coursework: IT Security, Operating Systems, System Administration and IT Infrastructure Services, The Bits and Bytes of Computer Networking, Technical Support Fundamentals

FULL-STACK SOFTWARE DEVELOPMENT Remote
Colorado Technical University: Coding Dojo bootcamp 2022
Relevant Coursework: JavaScript, React.js, NoQSL, Node.js, Wireframing, Web development, DSA, E2E

SKILLS

Networking: Active Directory, PowerShell, TCP/IP, Subnetting, IP, DNS, DHCP.
Languages: Java, JavaScript/TypeScript, Python, HTML/CSS.
Frameworks: React.js, React Native, Express.js
OS: Linux/Unix, Windows, Mac OS, Android.
Database Management: PostgreSQL, MySQL, MongoDB, NOSQL.
Others: Docker, Kubernetes. NGINX, containers, Git, Github, technical support, computer hardware
Soft Skills: Customer service, written communication, project management, collaboration, problem-solving, adaptability, time management, leadership, critical thinking.