

# Christopher Alphonse

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## EXPERIENCE

### Full Stack Engineer

Pure by Mel

November 2022 – November 2022, Randolph, MA

- Developed an e-commerce site using JavaScript's framework NextJS with TypeScript, by converting client requirements for user experience and stories into functionality, with the purpose of increasing sales.
- By incorporating the Stripe API for payment to reduce payment issues and errors by 60% by adding custom validations and maintaining packages with Yarn.
- Developed a RESTful API for managing user sessions, routes, HTTPS requests, and errors, as well as testing and debugging.

### Software Developer

CoinWhistle

August 2022 – October 2022, California, USA

- Develop a searchable archive of the department's news releases using a range of languages, frameworks, and CMS such as Wagtail, Python, Django, JavaScript, CSS, and SQLite.
- Using jQuery and RESTful routing to render 24+ HTML templates, we integrated the front-end template with the back-end logic, resulting in seamless intuitive navigation and interaction.

### Patient Support Advocate

Shields Health Solutions

December 2021 – November 2022, Stoughton, MA

- Exceeded patient satisfaction targets as a Patient Support Advocate in a high-volume hospital by routinely resolving complaints and difficulties within one call, resulting in a 50% decrease in surgeries and a 15% increase in patient retention.
- Worked with large insurance companies like CVS Caremark, AETNA, Blue Cross Blue Shield, Optum, and United Healthcare to investigate and resolve over 450 cases per month, improving patient outcomes.
- Managed patient cases, answered medical inquiries, and documented patient and physician interactions by engaging with patients and physicians via phone and email.

### Clinical Pharmacy Tech

New England Sinai Hospital

October 2019 – October 2020, Stoughton, MA

- In charge of ensuring that drugs are handled properly. Receiving, distribution, and expiration date management.
- Inventory management in PYXIS, including storage, repackaging, compounding, filling orders, distributing, and stocking.

### Lead Pharmacy Technician

CVS Health

August 2016 – February 2022, Stoughton, MA

- Collaborate with pharmacist to develop and implement a team training plan. As needed, collaborate with the field training team.
- In charge of directing pharmacy technicians in their assigned responsibilities of preparing and processing drugs.
- Developed and implemented a team training plan, which resulted in increased technician productivity by 40%, reduced customer complaints by 65%, and improved overall customer satisfaction by 15%.

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## CERTIFICATIONS

### Software Engineering

Coding Dojo • 2022

Full-Stack Software Development in the MERN Stack (MongoDB, Express, React, Node)

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## COURSEWORK

Data Structures and Algorithms, Software Development, Basics of Scrum, Agile and Project Delivery, MVC, HOC, CI/CD, AJAX, SDLC, CRUD, UI/UX design

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## SKILLS

Languages: JavaScript, TypeScript, Python, HTML/CSS/Sass, MySQL, GraphQL

Libraries and Frameworks: TauriJS, React, Node.js, Express, Tailwind, NextJS, MongoDB, SQLite, Socket.io, Firebase, Bootstrap, Framer Motion

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## PROJECTS

### Azalais Dark

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- Applied extensive research on the best colors for eye fatigue purposes, and used Yo Code, XML, JSON, and Azure to deploy to the marketplace.

### Noted – Landing page

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- Feature: time-sensitive password reset with encryption using JWT, and bcrypt, and created a beautiful UI with Tailwind, Typescript, Framer Motion.