Christopher Alphonse

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SUMMARY

Motivated and newly credentialed software developer with a strong background in pharmacy. Seeking an entry-level position where I can use my technical skills and ability to resolve complex issues in fast-paced environments. Proven track record of supporting key initiatives and demonstrating dependability. Looking for a challenging role where I can make a positive impact and continue to grow as a developer.

EXPERIENCE

Full Stack Engineer | Freelance
Pure by Mel   **November 2022 - November 2022, Randolph , MA**

· Developed an e-commerce site using JavaScript's framework NextJS with TypesScript, 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 | Freelance
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%.

EDUCATION

Honorary High School Program, Gateway to College
Massasoit Comm. College · Brockton, MA · 2014

CERTIFICATIONS

Software Engineering
Coding Dojo · 2022
Full-Stack Software Development in the MERN Stack (MongoDB, Express, React, Node)

COURSEWORK

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

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