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| **Christopher Jacoby** | Christopher.a.jacoby@gmail.com • [LinkedIn](https://www.linkedin.com/in/christopher-jacoby/)  Latham, NY • 5183509489 |

**Web Developer**

**Client-focused professional with a passion for developing websites and managing development projects using scrum and agile methodologies.**

Track record of training high-performing teams and ensuring customer satisfaction. Dedicated to drive innovation and adapt technological trends. Proficient in hardware, software, networking, and troubleshooting. Passionate about leveraging technical, analytical, and problem-solving skills to develop high-speed websites, apps and platforms tied to revenue growth. Ability to optimize user experience and troubleshoot software, hardware, and network issues. Equipped with exceptional communication, leadership, problem-solving, and technical writing skills.

**Areas of Expertise**

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| * Website Development * Testing & Automation * Software Troubleshooting | * Issue Resolution * Team Leadership & Training * Research & Analysis | * Customer Service * Remote Diagnostics * JavaScript |

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|  | **Technical Skills & Projects** |  |
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JavaScript (ES6+) **|** Bootstrap **|** jQuery **|** Crossbrowser **|** Teamwork/Collaboration **|** UI/UX Design **|** Express **|** MongoDB **|** Node.JS **|** Code debugging **|** Troubleshooting

**Full Stack Developer,** Yelp Camp

Reviewed code, debugged problems, and corrected issues

Created web app from wireframe using HTML, Bootstrap, JS, EJS, MongoDB, Mongoose, Node.JS & Express

Tested code to verify functionality and designed and created Restful Routes

**Full Stack Developer,** Blog Site

Orchestrated efficient large-scale software deployments, including testing features and correcting code.

Created site using HTML, CSS, Semantic UI, JS, EJS, MongoDB, Mongoose, Express, Node.JS.

Planned and executed UI/UX.

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|  | **Career Experience** |  |
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**Full Stack Developer,** Mentorch, NY**2019-Present**

Complete sprints using Jira to complete both front and back end tasks. Work with CEO on design implementations. Research and correction of bugs in application. Angular, Firebase database.

**Helpdesk Analyst**, Excelsior College, Albany, NY**2018 – Present**

Act as primary point of contact for internal customers and vendors. Provide support for resolving problems related to computers, applications, telephones, voicemail, computer networks, and other information technologies.

* Automated certain points of contact for faster ticket reporting and resolution.
* Designed and developed new student and faculty help page for Technical Support team.

**Technical Support Analyst**, Excelsior College, Albany, NY **2014 – Present**

Utilize communication skills to resolve customer complaints and concerns with login, software, browsers, plug-ins and learning management system. Provide effective training to new employees/analysts and explained protocols to enhance productivity. Develop and update policies and procedures with a high degree of accuracy. Update Technical Support Help Pages as per requirement.

* Increased customer service level by 20% to ensure complete satisfaction.
* Resolved issues on various computer systems and databases by conducting research.
* Reduced call volume and increased efficiency by building and maintaining help website for staff, faculty, and students.
* Saved money and staff time by integrating an automated ticket creator from incoming emails.
* Worked alongside Web team and marketing to design and create web pages.

**Level 3 Technical Support Specialist**, The Warner Cable, Middletown, NY **2014**

Assist customers in resolving multiple technical issues via telephone, such as troubleshooting telephone, internet, and TV issues, as well as setting up new equipment. Perform specific technical tasks, such as keep track of RF signals to modems, schedule visits to customers’ homes, and Identify Internet backbone issues via trace routes.

* Created future value by providing equipment knowledge to customers.
* Implemented innovative techniques to provide better customer support.

**IT Helpdesk Support Technician**, Crystal Run Healthcare, Middletown, NY **2012 – 2014**

Resolved technical problems faced by end users through telephone, email, and walk-ins. Provided technical support by monitoring traffic on over 70 servers, upgrading software, installing new products, removing viruses, and setting up computers.

* Conducted testing on new software for implementation.

**Web Developer Intern**, Orange County Community College, Middletown, NY**2008**

Design, create and maintain sites for Computer Science, Computer Networking and Cyber Security Degrees using Dreamweaver. Take creative images of campus areas to place in sites. Meet with Faculty and Dean of Technology to verify design and information placed in site.

***Additional Experience: IT Helpdesk Technician*** *at Orange Regional Medical Center* ***| Technician*** *at Tek System*

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|  | **Education** |  |
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**Bachelor of Science in Information Technology, 2014**

Western Governor's University, Salt Lake City, UT

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|  | **Certifications** |  |
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CompTIA A+ **|** CompTIA Security+ **|** CompTIA Project+ **|** CIW Web Design Specialist