

Christopher Shim

Front-End Developer

An IT specialist turned Front-End Developer. Having always been interested in design on the web, my goal is to contribute to the web design realm with the desire to improve the user's visual experience as much as possible.

Bergen County, NJ

[Email](#)

[LinkedIn](#)

[GitHub](#)

[My Website](#)

EXPERIENCE

Etech7 , (NY, NY) — *It Support Specialist*

MAR 2019 - MAY 2020

- Provided Tier 1 technical support to over 100 non-technical users through remote support services.
- Determined hardware and network issues for all on-site clients including mobile devices, desktop computers/laptops and routers.
- utilized a proprietary ticketing system (Connectwise) to log and respond to an average of 50 daily tickets with a response time of 10 minutes.
- Assisted all remote and on-site clients with the preparation of new computers and mobile devices according to internal policies on standardized software
- Created and onboarded User Logins for new hires through the use of Active Directory and applied the dedicated Group Policy model under company standards.

Languages/Tools

HTML

CSS

Javascript

GreenSock

React.JS

Spot Canine Club, (NY, NY) — *Frontdesk Help*

JUN 2017 - FEB 2019

- Maintained client schedules through the use of in-house software; averaging over 50+ daily clients and 20+ seasonal clients.
- Responded to customer requests regarding general company services, planning and information.
- Collected client feedback and processed improvements in order to exceed satisfactory goals for both the client and company.
- Developed strong client relationships through engagement and customer satisfaction.

EDUCATION

Rutgers, (Newark,NJ) — *Bachelor of Arts and Sciences*

Sep 2011 - May 2016

