CHRISTOPHER NEAL LEE

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Portfolio: https://cofchips-react.herokuapp.com/

SUMMARY

Web Developer seeking a position as a full-stack engineer. Recognized for my ability to improve customer experience by adopting and promoting a "customer first" mentality. Previously tasked with leading innovation efforts including establishing omni-channel customer servicing featuring an AI chatbot. Earned a certificate in full stack web development from University of California Berkeley Extension where I enhanced my skills in React.js, CSS, and Javascript. Passionate about leveraging my business acumen along with my technical skills to develop meaningful, value-adding applications such as Spoiler Alert! - a refrigerator inventory tracking application with automated email alerts. Well positioned to provide unique perspectives on how end users interact with websites and on how engineers create value for these end users by leveraging background in marketing and strategy.

TECHNICAL SKILLS

Languages: HTML5, CSS3, Javascript
Libraries and Frameworks: jQuery, Bootstrap, React
Runtime Environments: Node.js
Database: SQL, MySQL, sequelize, MongoDB, Mongoose
Others: JSON, APIs, AJAX, GitHub, Express, Express-Session, Passport, bcryptjs, command line, writing tests, Handlebars, Heroku, Nodemailer, dotenv

PROJECTS

Spoiler Alert | Repository: https://github.com/CofChips/Refritrack
Live Site: https://refritrack.herokuapp.com/
- Food inventory and status tracking application.
- Lead back-end developer responsible for all Model and config aspects, portions of CSS styling (login and sign-up pages) and portions of front-end js.
- Built using HTML5, CSS3, Bootstrap, Javascript, jQuery, SQL, MySQL, sequelize, APIs, AJAX, Passport, bcryptjs, Nodemailer, dotenv, Express, NodeJS

Quizzly | Repository: https://github.com/CofChips/Quizzly
Live Site: http://quizzlyisawesome.herokuapp.com/
- Quizzly is a real-time game that allows users to create and join different chatrooms as they try and guess the word to definitions displayed on screen.
- Lead for deployment and QA
- Built using React.js, Node.js, MongoDB, Express, Mongoose, Firebase, socket.io

Employee Directory | Repository: https://github.com/CofChips/employee_directory
Live Site: https://cofchips.github.io/employee_directory/
- Employee Directory listing non-sensitive information; sortable and searchable
- Lead developer responsible for all aspects of coding
- Built using React, CSS3, Boostrap, Javascript

EXPERIENCE

San Francisco Bay Area Moms, LLC   San Francisco, CA
Co-owner   2019 – Present

Co-owner of San Francisco Bay Area Moms, a collaborative website providing resources for Bay Area parents and a member of the City Mom Collective, the largest collection of hyper-local mom influencers in the US.

AXA   Hong Kong and Jakarta, Indonesia
Head of Marketing   2017 – 2019
Head of Strategy   2016 – 2017
Distribution Development Manager   2013 – 2016
Strategic Development Manager   2010 – 2013
Management Trainee   2009 – 2010

Held management and senior management roles across various functions for Paris-based global insurance company, AXA. Responsibilities ranged from overseeing the Marketing, Communications, CSR, and Strategy departments to end-to-end strategy development and implementation – from formulation, to identifying and executing actionable items.

Key Accomplishments:
- Increased Net Promoter Score, a metric used to evaluate customer satisfaction, +5 pts compared to market by developing an outreach program focused on improving the quality and frequency of online and offline engagement while leveraging exclusive partnerships to create a unique customer experience
- Increased revenue by approximately $15m per annum by designing and implementing a business quality metric into compensation scorecards for life insurance brokers and independent financial advisors

Additional Experience

Technical Support Specialist, Paychex, Inc., Costa Mesa, CA

Customer Service Representative, Level II, Able Software, Inc. Irvine, CA

EDUCATION

Full Stack Web Development Certificate: University of California, Berkeley, Berkeley, CA
An intensive 12-week bootcamp dedicated to designing and building web applications. Skills learned included HTML5, CSS3, Javascript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

MBA: Hong Kong University of Science and Technology, Hong Kong
Recipient of the Graduate School of Business Merit Scholarship. Admitted to the prestigious full-time program ranked 17th (3-year average) in the world by Financial Times.

BA, Chinese Language and Literature: University of California, Irvine, Irvine, CA