



JAMES HOTCHKISS

SOFTWARE DEVELOPER

JAMES.HOTCHKISS@STRYKER.COM

OBJECTIVE

Solving problems with software, and looking to make the world a better place by writing good, clean code.

SKILLS

Portfolio:

<http://www.jimmyhotchkiss.me>

- HTML
- CSS
- Ruby
- Sinatra
- Javascript
- React
- Redux
- Python

Gallup Top 5:

1. Input
2. Intellection
3. Learner
4. Responsibility
5. Empathy

EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE • STRYKER • NOV 2018 - PRESENT

Providing technical support telephonically and through email communications. Identifying and developing solutions for technical issues and influencing product updates by communicating findings with engineers and development teams.

In a pursuit to provide the highest level of customer satisfaction, I developed a number of software solutions while in my tech support role.

- “Money Settings” app (in production) – A simple but impactful application that provides the reps with the most current settings for Stryker’s visualization equipment.
- “Sports Med Toolbox” app (in development) – A useful, and timesaving, application that provides detailed information about Stryker’s Sports Medicine products at the rep’s fingertips.
- “Console Simulator” app (in development) – An application that allows the user to interface with the GUI of Stryker’s visualization equipment. This is a powerful, versatile tool, for troubleshooting, educating and demonstrations.

ONSITE SPECIALIST • STRYKER • DEC 2017 – NOV 2018

Assured the highest level of customer satisfaction by providing end-to-end surgical equipment management and support. This included providing clinical support during surgical cases, and providing education and guidance to clinical staff on the proper use of Stryker’s minimally invasive surgical equipment.

FIREFIGHTER/PARAMEDIC • PALM BEACH COUNTY FIRE RESCUE • NOV 1998 – DEC 2011

Providing emergency medical care, and mitigating all emergencies.

EDUCATION

MST - ASTRONOMY • 2016 • UNIVERSITY OF FLORIDA
GPA 3.9

PHYSICS • 2014 • FLORIDA ATLANTIC UNIVERSITY
Graduated Magna Cum Laude

AWARDS AND ACKNOWLEDGEMENTS

- RA/QA Excellence Award
- Employee of The Month Nomination – October 2020
- Stryker Invention Certificate – For the development of the 'Money Settings' app. This app is used by the entire Stryker Endoscopy Sales Force.



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