



CHRISTIANA SULLIVAN MORALES

Web developer with diverse tech background. Strong communication skills combined with a passion for problem solving and critical thinking. Quick and eager learner, motivated by a desire for self-improvement.

CONTACT

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Charlotte, NC

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LinkedIn: linkedin.com/in/csullivanmorales

GitHub: github.com/NicaVulcan

Portfolio: www.ccs-morales.com

SKILLS

Full-Stack Web Development

Troubleshooting

Oral and written communication

Customer Service Skills

Self-motivated

Team Player

Strong Analytical Skills

Detail Oriented

EDUCATION

Full Stack Web Development Bootcamp

UNC Charlotte | 04/2022

Bachelor of Science, Criminal Justice;

Concentration in Forensic Science

American Military University | 05/2019

**Basic Electronics Course, Ground Radio
Repair Course**

Marine Corps Communication Electronics
School | 05/2011, 10/2011

VOLUNTEERING

- **Food Preparation Assistant** – PGA TOUR; Charlotte, NC, 2013
- **Food Drive** – U.S. Marine Corps; Jacksonville, NC, 2011
- **Roadside Clean-up** – U.S. Marine Corps; Twentynine Palms, CA, 2011
- **Library Assistant** – Public Library of Charlotte-Mecklenburg County, 2010

RELEVANT EXPERIENCE

FRONT-END WEB DEVELOPER

City of Charlotte, Charlotte, NC | 03/2023 – Present

- Maintaining and improving city website, and intranet sites by responding to and completing service requests in a timely fashion, through the use of SharePoint and OpenCities as Content Management Systems
- Writing scripts to aid in the transfer of data from one Content Management System to another, effectively saving the team weeks of work
- Working closely with ADA coordinator to ensure accessibility of all sites
- Collaborating with designers to improve site usability and user experience

TECH SUPPORT ANALYST

POS Nation, Charlotte, NC | 06/2022 – 03/2023

- Handling incoming calls from end users, as well as reseller technicians, including answering questions, and troubleshooting and resolving hardware and software issues, while providing excellent customer service.
- Training end users on utilizing POS software and hardware
- Maintaining detailed documentation of interactions with end users and resellers, and of troubleshooting and resolution procedures to expand on team knowledge base documentation
- Communicating with fellow technicians, development team, and management to resolve issues in an efficient manner

GROUND RADIO REPAIR TECHNICIAN

U.S. Marine Corps, Camp Lejeune, NC | 09/2010 – 07/2013

- Achieved rank of Lance Corporal - Honorable Discharge
- Installing, diagnosing, modifying, and performing field level maintenance on ground radio systems, vehicle intercommunication systems, and related electronics equipment
- Calibrating and maintaining radio testing equipment Requisitioning parts and completed service requests
- Maintaining detailed records of ground radio equipment, and diagnostic and troubleshooting equipment