Christopher Merrill

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PROFESSIONAL EXPERIENCE

Tyler Technologies, Inc.   Lubbock, TX
Software Support Specialist   January 2020 – Present
- Provided professional customer service, managing 20+ phone and chat requests a day in a fast-paced team environment.
- Designed and built SQL queries to manage and conduct maintenance on client databases.
- Assisted in product analysis and requirements gathering for enhancements to the software.
- Mediated between end users and software development teams to create long lasting solutions to common issues.

SKILLS

Programming Languages: C, C#, Python, MSSQL, HTML, CSS, JavaScript.

Frameworks: Node.js, React.js, Bootstrap, Django, Flask, PostgreSQL.

Technologies: Git, JIRA, Dynamics CRM, VMware.

PROJECTS

EmoteStats Discord Bot – Developer

- Conducted maintenance on a discord bot used by 6M+ users that tracks the statistics of emoji used in servers.
- Assisted in implementing fixes and new features to the bot while learning new languages and frameworks.
- Developed enhancements for the bot using Node.js, React.js, PostgreSQL, and the Discord API.
- Analyzed user feedback to locate and fix bugs in the bot to promote a better user experience.

AI Game – Creator

- Designed and built a simple game in C# where the player has to collect prizes on a grid.
- Programmed an AI opponent that prioritizes the highest valued prizes and takes shortest path to acquire them.
- Game state is checked each turn to determine if there is a winner and displays a message when one is decided.
- Implemented a GUI to visualize the game board, players, prizes, and controls.

Password Generator - Creator

- Designed and deployed an application in C# that generates random passwords based on user set criteria.
- Implemented different randomization algorithms to increase the uniqueness of passwords generated.
- Created a database in MSSQL that uses stored procedures to store generated passwords and load them on screen.

OCR Translator - Creator

- Created an application that converts text in images and translates the text from Japanese into English using Python.
- Applied utilization of optical character recognition to read text in images and convert it into readable strings.
- Used DeepL translation API to translate converted strings from image source into English and then display the text in app window.

EDUCATION

Texas Tech University, Rawls College of Business   Lubbock, TX
Bachelor of Business Administration, Management Information Systems   August 2015 - May 2019
- Major in Management Information Systems.
- Minor in Data Analysis.