

Christopher Bartlett

sirhawbly.github.io

Tualatin, Or.

github.com/sirhawbly
linkedin.com/in/cbar

EXPERIENCE

Acquia [April 2019 - Present]

Portland — *Support Engineer*

April 2021 - PRESENT

Lead and supported customer calls and team meetings. Created and edited documentation to help direct customers away from common or ongoing problems. Worked with coworkers and internal teams to stabilize customer temperatures. Assisted in training new employees on Drupal, Linux, as well as Acquia's suite of tools and services.

Portland — *Associate Support Engineer*

April 2019 - April 2021

Investigated and triaged hardware/software issues impacting customer applications. Upkept product documentation and updated tutorials to better onboard our customers and employees. Created scripts to better parse server information and find any faults faster.

Computer Action Team [September 2015 - December 2018]

Portland — *IT Coordinator*

September 2016 - December 2018

Assisted faculty with the college's hardware and software. Managed the finance/logistics for the college's yearly "Computer Replacement Program" to provide college staff new hardware. Lead and supported diagram and documentation creation for the college's hierarchies and systems. Transitioned the CAT website to WordPress and developed new content for it. Scripted solutions for automating reports and internal software.

Portland — *Volunteer Support Technician*

September 2015 - September 2016

Provided faculty, staff, and students with technological support and access to college resources and software. Repaired, maintained, and imaged laptops, desktops, and servers, as well as ensured students and faculty have unimpeded access to college hardware and software. Designed and improved the onboarding process for incoming volunteers, while providing education, support, and supervision.

SKILLS

Programming/ Scripting

Linux

Documentation

Communication

Typing

Writing

Git

SumoLogic

PROGRAMMING LANGUAGES

Bash

Python

C / C++

Java

Lua

Lisp

Scala

EDUCATION

Portland State University

Portland— *Bachelor of Science - BS, Computer Science*

September 2015 - March 2019

Portland Community College

Portland— *Associate of Science - AS, Computer Science*

September 2012 - August 2015

PROJECTS

MESA Everyday — *Flask*

Senior project written in Flask used to track students going through Oregon MESA's program. It gamifies any participant's MESA experience by highlighting events, tasks, and milestones.

CAT Volunteer Scheduler — *Python*

Converts a CSV database of volunteers and their availability into a JSON "Schedule" object. Was heavily used as a parser for the CAT's internal scheduling systems.

Moodle Status Lookup — *Python*

Queries a Moodle database for current students' quiz scores. The results are then formatted and delivered via a faculty-facing website.

xv6 — *C*

Modified version of the xv6 kernel with a preemptive, priority-based scheduler, new commands, added control sequences, and file permissions.