

Christopher Phelps

808.228.6855
c.j.phelps89@gmail.com

Visual Basic for Applications Developer and Support Engineer with three years of professional experience. Proven ability to take ownership of complex problems and devise solutions. Studies and applies sound object-oriented programming principles and methodologies.

Core competencies include:

- T-SQL / SQL Server
- HTML / CSS
- C# / VB / C++
- Microsoft Office Customization/VBA

Professional Experience

Accelerated Technology Laboratories

01-2017 – 01-2020

Software Development Company specializing in Laboratory Information Management Systems.

Implementation Engineer

Began as an intern providing technical support for SampleMaster LIMS products. Hired full-time as Implementation Engineer, customizing SampleMaster to suit the needs of individual laboratories. Worked with web based sample request program ResultPoint.

- Provided technical support to SampleMaster and ResultPoint users.
 - o Scheduled digital meetings with customers to observe and document errors within the SampleMaster product and customizations.
 - o Created tickets to track issues and log observed errors, with detailed steps for replication and/or resolution.
- Implemented software, both digitally and on-site, for clients upgrading to newer versions of SampleMaster.
- Designed, created, and maintained custom modular additions to the SampleMaster product, utilizing VB6/Visual Basic for Applications, SQL/SQL Server, Crystal Reports, and Microsoft Access/Excel.
 - o Gathered detailed product requirements from clients by traveling onsite and remotely.
 - o Coded modules to add desired functionality to the product.
 - o Deployed customizations to customer machines.
- Validated new software and Service Packs for SampleMaster and ResultPoint.
 - o Received test scripts to verify whether or not the program behaved as intended.
 - o Returned test scripts with detailed feedback regarding status of software in regards to tested areas.
- Demonstrated knowledge by teaching customers how to use the SampleMaster software in a conference classroom setting during weeklong events known as 'Boot Camp'.

Education

Sandhills Community College. 2015 to 2017.

Associate in Applied Science in Computer Programming.