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CHARLIE CHRISMAN

SKILLS

Languages			Frameworks			Databases	Technologies	
HTML5	JavaScript	Java	Node.js	Ionic	Flask	PostgreSQL	AJAX	AWS
CSS3	Python	C#	Express	Meteor	Django	Redis	Heroku	Github/Git
PHP	Ruby	Chinese	AngularJS	Ruby on Rails	CakePHP	Mongo DB	Mailgun	Rest API

WORK EXPERIENCE

Sales Engineer (Plivo)   *San Francisco, CA*   August 2015 – November 2016
- Educate potential customers about Plivo's service, show demos of product functionality, and answer questions to assist SDRs and AEs with selling Plivo's service
- Onboard new customers by consulting about application design and product requirements, providing relevant documentation and code samples, debugging customer code, and troubleshooting problems
- Monitor support interactions for high value or strategic customers and coordinate responses from the support, product, engineering, and devops teams to quickly and efficiently resolve any issues
- Develop and maintain website documentation, helper libraries, and sample code
- Developed new Salesforce helper library for using Plivo's service within Salesforce
- Managed and led several extra projects: Salesforce and Marketo migration, Somos RespOrg establishment, new toll free SMS carrier onboarding and subsequent product roll out

Energy Analyst (Gridium)   *San Francisco, CA*   December 2014 – Current

Full Stack Web Developer (General Assembly)   *San Francisco, CA*   April 2015 – July 2015
Attended an intensive, 12-week course in full-stack web development studying JavaScript and Ruby on Rails. Projects:
- Ionic E-Commerce - a hybrid web/iOS/Android front-end client to an e-commerce store. Technologies: JavaScript, AngularJS, Ionic Framework, Ruby on Rails, PostgreSQL, Amazon S3, Heroku
- Pet.id - a website to connect owners of lost pets and the general public who found a lost pet but doesn't know how to contact the owner. Technologies: Ruby on Rails, PostgreSQL, JavaScript, Bootstrap, Mandrill, Amazon S3, Heroku
- CatchPhrase.ly - a flashcards study web app using spaced repetition techniques, useful for learning a large quantity of vocabulary quickly and efficiently. Technologies: JavaScript, jQuery, Express, Node.js, Mongo DB

Executive Director (Chrisman Holdings)   *Beijing, China*   October 2011 – March 2013
Provided IT services for expatriate small businesses and individuals; Redesigned client websites; Designed and implemented technical fixes for clients' website/blog; Managed MySQL administration and backups during patches to ensure data consistency and site availability.

China Liaison (Revstone Industries)   *Beijing, China*   December 2009 – July 2011

Owner (Han Business Consulting)   *Beijing, China*   August 2008 – June 2009

Partner (Elmer Holdings)   *Beijing, China*   January 2007 – July 2008

Technology Consultant (Self-employed)   *Lexington, Kentucky*   June 2001 – August 2006
Provided IT services for residential and SME customers including networking, Windows/Unix server administration and Unix workstation and Windows desktop troubleshooting and repair.

Director of Business Development (Intelliwire)   *Lexington, Kentucky*   August 2001 – April 2002
Designed and implemented infrastructure for a new Internet Service Provider; Supported system development and administration.

Assistant Network Administrator (iHigh.com)   *Lexington, Kentucky*   October 1999 – August 2001
Managed network for start-up business; Programmed routers, switches, and servers in the local office; Sole technical support engineer for 2001 College World Series online score reporting system.

EDUCATION

General Assembly	Web Development Immersive	*San Francisco, CA*	April 2015 – July 2015
Beijing Language & Culture University	Chinese Language	*Beijing, China*	August 2006 – January 2007
University of Kentucky	Bachelor of Arts - Economics	*Lexington, KY*	August 2001 – May 2006
Fudan University	Chinese Language	*Shanghai, China*	August 2004 – July 2005