Chris Martinez

Full Stack Developer

Chris Martinez
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portfolio: https://cbmartinez42.github.io/cbm-portfolio-2/

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Skills

HTML, CSS (Vanilla, Bootstrap, Bulma, Materialize), JavaScript, jQuery, React, NodeJS, SQL, MongoDB, Express JS, server-side APIs, high-level written and oral communication, proven ability to motivate and develop others to succeed, strong multitasking ability and experience in fast-paced environments

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Selected Experience

Connexions Loyalty Travel Services / Team Leader
February 2015 - April 2019, St. Louis, MO

Performed User Acceptance Testing (UAT) of updates and enhancements to applications to provide feedback from a user-based perspective as part of the multi-site team. Coordinated with Project Managers, developers, as well as peer testers to ensure new applications and functionalities were appropriate to be moved to production for customer and agent use.

Led a team of up to 18 agents who utilized multiple booking tools to research & book travel for loyalty customers, research existing itineraries and resolve customer concerns and questions regarding travel and the redemption of loyalty points.

Assisted with training on use of business tools such as IEX, CMS Supervisor, Agent Performance Reports, etc.

Performed coaching examples for new TLs, as well as observed coaching to provide assistance and feedback as necessary

Exceeded expectations for team attrition by maintaining a positive, motivating, inclusive environment

Convergys / Team Leader
September 2010 - January 2013, Arnold, MO

Leveraged experience with telecommunications while emphasizing best practices and tool usage throughout three business units within the center during and after the launch of the Technical Support job function, improving 24 Hour Resolution, 7 Day Repeats and AHT as a result.

Day-to-day duties as a Team Leader include monitoring and coaching agents, performing survey callbacks and resolving customer issues as necessary, as well as taking calls from escalated customers

Exceeded target for Client Metrics by an average of 117% attainment to goal for ACE Survey - Rep. Satisfaction, 24Hr Resolution and 7 Day Repeats, while improving AHT from 94.88% in March to 103.42% in

October.

Qwest Communications (CenturyLink) / Commissions Analyst

January 1999 - January 2006, Phoenix, AZ

As a Sales Consultant, consistently exceeded sales goals by offering telephone services, high speed internet, wireless service and telephone equipment to residential customers within the 14 state region

Consistently recognized for top sales of high-speed internet and telephone equipment

As a Commissions Analyst, worked with Vendor, Product, and Process managers to identify weaknesses in Digital TV and High-Speed Internet front- and back-end order processes and streamline the program to ensure greater accuracy in order processing, reporting and compensation for Outside Sales Representatives as well as audit vendor program orders utilizing multiple formulas in MS Excel to validate data exported from legacy terminal applications

Acted as a Tier 2 resource for sales disputes, and assisted with settled sales disputes by researching accounts and orders under a monthly deadline

Handled executive-level escalations for both the Call to Action group as well as the Customer Advocacy Group

Single Point of Contact for Phoenix Coyotes Executive Office VDSL and IPTV, as well as executives' residential home service orders

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Education

Washington University / Full Stack Development Certificate

January 2021 - June 2021, St Louis, MO

Completed Full Stack Development certificate program with A+ average grade

Glendale Community College

September 1998 - December 1998, Glendale, AZ

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Projects

Boredify / A time-wasting app

https://github.com/cbmartinez42/boredify-project

https://cbmartinez42.github.io/boredify-project/

Weather Dashboard / A friendly place to check the weather

https://github.com/cbmartinez42/weather-dashboard

https://cbmartinez42.github.io/weather-dashboard/

JavaScript Quiz / Test your JavaScript Knowledge!

January 2021 - June 2021, St Louis, MO

https://github.com/cbmartinez42/boredify-project

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