

Chris Martinez

Full Stack Developer

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github: <https://github.com/cbmartinez42>

portfolio: <https://cbmartinez42.github.io/cbm-portfolio-2/>

Technical Skills

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

Projects

Jenn's Hens / An e-commerce site for purchasing farm-fresh eggs

A full-stack e-commerce application for purchasing eggs from a local farm. Utilizes Express Session, Handlebars template engine, and Paypal payments on top of a MySQL database

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

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

answer42 / A Hitchhiker's Guide to the Galaxy-themed tech blog

A full stack application featuring user authentication, Express Session, Handlebars template engine and a MySQL database for persistent data

<https://github.com/cbmartinez42/tech-blog>

<https://answer42blog.herokuapp.com/>

Boredify / A time-wasting application

Utilizes multiple third-party API, a random image generator and dynamically rendered DOM elements, as well as local storage

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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 customers, research existing itineraries and resolve customer concerns and questions regarding travel and the redemption of loyalty points.

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.

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 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

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

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