

# CHRIS MARTINEZ

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GitHub: <https://github.com/cbmartinez42> | Portfolio: <https://cbmartinez42.github.io/cbm-portfolio-2/>

## SUMMARY

Full Stack Web Developer with a background in management and customer service. Effective at all aspects of the product lifecycle and development with strong leadership and communication skills. Passionate about developing high-quality applications and able to translate ideas into reality. Able to think through backend processes as well as frontend design due to experience with journalism and layout.

## TECHNICAL SKILLS

**Languages:** HTML5, CSS3, JavaScript ES6, JQuery, React

**Applications:** MySQL, MongoDB, NodeJS, Express, Git and Github, Heroku, NPM

**Soft skills:** Problem solving, creative thinking, high-level communication, planning and time-management, as well as experience motivating and developing teams ranging from 12-18 members

## PROJECTS

**Jenn's Hens** | <https://github.com/cbmartinez42/jens-hens-project> | <https://secure-ravine-09245.herokuapp.com/>

- A full-stack e-commerce application for purchasing eggs from a local farm. Application allows admins to perform both product- and user-management, and users are able to place orders and view order history
- Acted as Agile Product and Project Manager, lead developer, and performed code QA. Set timetables for product features and assigned tasks to group members
- Utilized NodeJS, Express Session, MySQL DB, Handlebars template engine with Materialize CSS/JS framework, JavaScript as well as PayPal payment functionality

**answer42 Blog** | <https://github.com/cbmartinez42/tech-blog> | <https://answer42blog.herokuapp.com/>

- 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
- Followed MVC design pattern to code both front- and back-end of the application. Handled all aspects of programming as well as design
- Utilized NodeJS, Express Session, MySQL DB, Handlebars template engine with Materialize CSS/JS framework and JavaScript

**Boredify** | <https://github.com/cbmartinez42/boredify-project> | <https://cbmartinez42.github.io/boredify-project/>

- A front-end entertainment application for wasting time, inspired by a global pandemic. This single page application leverages multiple third-party APIs for activities and local storage for favorites
- Acted as Agile Product and Project Manager, lead developer, and performed code QA. Set timetables for product features and assigned tasks to group members
- Utilized JavaScript, JQuery and Bulma CSS framework and third-party APIs

## EXPERIENCE

### Customer Service Team Leader

2015-

2019

#### Connexions Loyalty Travel Services

St.

Louis, MO

Led and coached a team of up to 18 travel agents. Utilized time management to set coaching schedules and continuation training, as well as problem solving and critical thinking to assist both with customer service as well as technical and system challenges. Facilitated weekly meetings with agents. Exceeded expectations for employee attrition by maintaining a positive, motivating, and inclusive environment.

#### *Key Accomplishments:*

- Assigned as senior member of the User Acceptance Team for system updates and enhancement. Tested new application updates from a user perspective and provided feedback to Product Managers and Developers by anticipating questions or training needs, as well as ensuring enhancements were user-friendly

### Customer Service Team Leader

2010-2013

#### Convergys

St.

Louis, MO

Monitored and coached agents, performed survey callbacks and resolved customer issues as necessary, as well as took calls from escalated customers and worked to resolve their issues. 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.

#### *Key Accomplishments:*

- Exceeded target for Client Metrics by an average of 117% attainment to goal
- Demonstrated and trained best practices to new Team Leaders during on-board training

### Commissions Analyst

1999-2006

#### Qwest Communications (CenturyLink)

Phoenix, AZ

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. Audited vendor program orders utilizing multiple formulas in MS Excel to validate data exported from legacy terminal applications.

#### *Key Accomplishments:*

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

## EDUCATION

### Full Stack Developer Certificate: Washington University in St. Louis, St. Louis, MO

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.