

# Chadwick Kraus

## Full Stack Developer | Network Engineer

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Portfolio: [chadkraus.87/github.io/React-Portfolio](https://chadkraus.87/github.io/React-Portfolio) | GitHub: [github.com/chadkraus87](https://github.com/chadkraus87)

### Summary

As a Full Stack Developer with a background in Network Engineering, Digital Marketing, and Customer Support, I am passionate about building functional, innovative, and efficient applications with the user's experience at the forefront of thought.

### Technical Skills

Full Stack Development and Software Engineering: Proficient in HTML, CSS, Bootstrap, Tailwind, PureCSS, JavaScript ES6+, Node.js, SQL, MongoDB, RESTful APIs, jQuery, Handlebars, and React for developing robust web applications.

### Education

#### Full Stack Web Development Certificate

August 2023  
Austin, Texas

Graduate of the Full-Stack Web Development Bootcamp from the University of Texas at Austin.

#### Google IT Support Specialist Professional Certificate via Coursera

September 2023

This series of courses and certificates covered Network Engineering, System Administration across all platforms (Windows, Linux, Mac), and Network Security.

#### Google Digital Marketing & E-commerce Certificate via Coursera

December 2022

This series of course focused on the most up-to-date marketing trends to help companies succeed, create strong copy, and collaborate well with others. There was also a strong focus on Search Engine Optimization and how to get the best results from the company's invested revenue.

### Projects

- PWA Text Editor: <https://pwa-clk-a94fb349d9da.herokuapp.com>
- Social Network API: <https://github.com/chadkraus87/SocialNetworkAPI>  
(Screen captures included to show backend routes in Insomnia).
- Note Taking Application: <https://mysterious-sands-82995.herokuapp.com>
- Work-Day Scheduler: <https://chadkraus87.github.io/Work-Day-Scheduler>
- Weather Update: <https://chadkraus87.github.io/Weather-Dashboard>

## **Related Work Experience**

### **Technical Support Representative**

**September 2022-Present**

#### **Rockbot**

**Austin, Texas**

- Continuing to strengthen product quality through collaborative QA efforts by offering crucial feedback on test plans and prioritizing issues in bug identification and tracking.
- An integral member of the Bug Triage Team with the Engineering Manager, Quality Assurance Manager, Support Manager, CTO, and myself, acting as the Technical Support Liaison between departments.
- Maintaining customer satisfaction of 97%+ or higher via ZenDesk, addressing 30 daily technical issues within SLAs, and minimizing system downtime.
- Resolving complex technical issues while focusing on delivering efficient solutions and providing exceptional user support.
- Efficiently handle 20+ remote network and hardware installations per week, optimizing deployment processes.
- Leading Support Representative for 30 enterprise accounts, delivering tailored solutions and nurturing strong client relationships.
- Creating and enhancing internal training documentation with informative copy and customer-facing how-to articles.
- Mentoring junior team members, sharing knowledge, and fostering professional growth.
- Keeping up to date with emerging technologies and industry trends, continuously expanding skills and expertise.
- Currently working on spearheading the redesign of our Music Request portal for an SLA client with the Dev. Team.

### **Technical Support Specialist**

**April 2021-January 2022**

#### **AffiniPay**

**Austin, Texas**

- Resolved intricate merchant challenges in Payment Solutions, which ensured smooth payment processing.
- Developed customized web-based payment interfaces for discerning clients' unique needs.
- Collaborated effectively with colleagues, fostering knowledge exchange and informative projects.
- Created comprehensive How-To articles, boosting team knowledge sharing and efficiency.
- Consistently customer satisfaction ratings of 97% or higher via ZenDesk.

## **ADDITIONAL WORK EXPERIENCE**

**CEO & Founder  
Kraus Fit, LLC**

**October 19-Present  
Austin, Texas**

- Creator of the Kraus Fit Program offers a personalized approach to fitness and nutrition clients of all fitness levels.
- Continually designing and maintaining a user-friendly interface and website at <http://www.kraus-fit.com/>.
- Training clients with tailored workout plans to foster individual growth to help them shatter their goals.
- Providing Nutrition Coaching: As a Certified Nutrition Coach, I help my clients identify the best foods for their plans.
- Social Media Management across all platforms including Facebook, Instagram, and X (Formerly Twitter).
- Regularly compile data-driven analysis and campaigns to improve email about rates by 30%, and 20% clicks using Mailchimp and HubSpot.

## **Overnight Manager & Animal Care Technician      February 12-Preset Austin, Texas**

- Offering top-notch service for the dogs boarding during daycare and overnight. Having a previous background in Veterinary Technician experience, I ensure the best care for all the dogs onsite on a part-time basis.