

Chadwick Kraus

Full Stack Developer | Network Engineer

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Austin, Texas

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chadkraus.87/github.io/React-Portfolio

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.

Related Work Experience

Technical Support Representative

September '22-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 21-Jan -22

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

Oct'19-Present
Austin, Texas

- Creator of the Kraus Fit Program, which offers a personalized approach to fitness and nutrition clients of all fitness levels.
- Continually designing and maintaining a user-friendly interface and website at www.kaus-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 to consume for their individual 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

Feb' 12-Preset
Austin, Texas

- Offering top-notch service for the dogs boarding for daycare and overnight boarding. I provide security inside and take care of the dogs overnight and during weekend weekends mornings.

Education

Full Stack Web Development Certificate

Aug' 23

Graduate of the Full-Stack Web Development Bootcamp.

Google IT Support Specialist Professional Certificate via

Coursera

Sept. 23

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

Dec' 22

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.