Chadwick Kraus

Full Stack Developer | Software Engineer

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SUMMARY

As a seasoned Technical Support Specialist, System Administrator, and Full Stack Developer, I am a natural leader with extensive knowledge and hands-on experience in:

- **Developing responsive web applications using HTML, CSS libraries, JavaScript, Web APIs, Node.js, SQL, MongoDB, and React.**
- Resolving complex technical issues with a focus on delivering efficient solutions and providing exceptional user support.
- Utilizing ZenDesk and Jira for troubleshooting and bug ticket management, with a strong ability to analyze and debug network logs for issue identification and resolution.
- **Assisting with Quality Assurance efforts, ensuring robust and error-free software products.**
- Collaborating effectively with cross-functional teams, fostering productive teamwork, and driving successful project outcomes.
- 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.

PROFESSIONAL EXPERIENCE

Technical Support Representative   Sep '22 - Present

Rockbot   Austin, Texas

- Maintained customer satisfaction of 97%+ via ZenDesk, addressing 30 daily technical issues within SLAs, minimizing system downtime.
- Efficiently handle 20+ remote network and hardware installations per week, optimizing deployment processes.
- Strengthened product quality through collaborative QA efforts, offering crucial feedback on test plans and prioritizing issues in bug identification and tracking.
- Integral member of the Bug Triage Team with the Engineering Manager, Quality Assurance, Support Manager, CTO, and myself, acting as the Technical Support Liaison between departments.
- Leading Support Representative for 30 enterprise accounts, delivering tailored solutions and nurturing strong client relationships.
- Created and enhanced internal training documentation with informative copy and customer-facing how-to articles.

CEO & Founder   Oct '19 - Present

Kraus Fit, LLC   Austin, Texas

- Created Kraus Fit Program: Unique functional fitness & nutrition coaching for all levels.
- Designed user-friendly website: 30% decrease in bounce rate, 25% longer sessions.
- Trained diverse clients: Tailored workouts, fostering individual progress.
- Provided nutrition coaching: Customized plans, empowering healthier lifestyles.
- Strategic social media: 45% growth in followers, 20% more user-generated content.

- Data-driven email campaigns: 15% higher open rates, 10% increased clicks.
- Effective SEO: 40% more organic traffic, 20% better search rankings.
- Integrated digital strategies: 35% higher sales, 50% increase in active users.

Support Specialist   Apr '21 - Jan '22

AffiniPay

- Resolved intricate merchant challenges in Payment Solutions, ensuring 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.

EDUCATION

Full Stack Coding Bootcamp Certificate   Aug '23

University of Texas at Austin   Texas

August 2023 graduation and completion of the Full-Stack Developer course with a 4.0 GPA.

Google IT Support Specialist Professional Certificate   Aug '23

Coursera   Online

Course completion August 2023.

KEY SKILLS

Full Stack Development/Software Engineering: Proficient in HTML, CSS, JavaScript, Node.js, React, SQL, and MongoDB for developing robust web applications.
Skilled in creating responsive and user-friendly interfaces, emphasizing UI/UX principles.

Front-End Development: Utilized HTML, CSS libraries, and JavaScript frameworks to craft engaging and interactive user interfaces. Strong understanding of responsive design principles for optimal user experiences.

Back-End Development: Developed server-side applications using Node.js and seamlessly integrated with databases such as SQL and MongoDB. Proficient in RESTful API design and implementation, ensuring efficient data flow.

Web Technologies: Extensive knowledge of APIs, HTTP protocols, browser compatibility, and performance optimization. Accomplished in cross-browser and cross-platform development.

Agile Development: Collaborated within Agile methodologies, delivering high-quality solutions within time constraints. Utilized project management tools like ZenDesk and Jira to optimize workflow.

Communication and Collaboration: Excellent interpersonal and communication skills, facilitating productive collaboration with team members, stakeholders, and clients. Mentored junior developers and conducted knowledge-sharing sessions.