



# Charles Martin Reed

*IT Professional with experience in JavaScript, Python and Swift.*

## CONTACT

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## EDUCATION

### MARLBORO COLLEGE

Bachelors of Arts, English Literature  
Graduating Class of 2009

## HARD SKILLS

### UI Design

Adobe Photoshop

Adobe Illustrator

Adobe Audition

Figma

Sketch

### HTML/CSS

Bootstrap

Materialize

SASS

Webpack

Gulp

### JavaScript

React & Redux

Vue & VueX

### Node

Express

Axios

Mongoose

## PROFILE

I am an aspiring software Developer focused on providing a world-class experience in the browser; I strive to write modern, minimalist web applications and websites that delight end-users.

## EXPERIENCE

### WEB DEVELOPER | FREELANCE

February 2020 - Present

Like many other programmers, I've been writing code since my youth as a hobbyist; In February 2020, I began the long journey of turning a hobby into a new career opportunity and began studying and building as many software projects as possible.

- Developed mobile first web pages with a focus on accessibility and usability using Sketch for mockups or by translating wireframes into fully functional websites.
- Designed single page applications using modern, front-end frameworks like React and Vue.
- Wrote SQL and NoSQL-based queries, often using Node.js for building RESTful backends.
- Provided attractive and responsive websites for customers from a design driven process intended to maximize results while respecting the qualities that makes each client unique.

### REMOTE USER SUPPORT SPECIALIST | NOOM

June 2019 - January 2020

Much of my recent, corporate work experience comes from serving in some capacity as a technical support agent. I've been able to leverage my considerable experience troubleshooting and installing a wide variety of software on a multitude of operating systems and hardware configurations and shore up my ability to work within as well as manage groups.

- Noom is a startup company working in the fitness/weight-loss industry, so on any given day our support team might be handling issues with user enrollment, troubleshooting technical issues with our servers or the iOS/Android app, researching fraudulent transactions or just responding to feedback from users on the Noom program
- We use ZenDesk for ticket management along with some custom software for interfacing with the payment transaction system - Paypal and their Braintree software - and for managing customers.

**General Computing**

Windows Administration and Management

Microsoft Word and Excel

Database Administration (SQL and NoSQL)

**SOFT SKILLS**

Analytical

Goal Oriented

Empathic

Open Minded

Diligent

Imaginative

Calm

Team Player

Accountable

Ambitious

**PROFESSIONAL CERTIFICATIONS****CompTIA A+**

Candidate # COMP001021147395

**CCNA R&S**

Candidate # CSC013177598

**CompTIA Security+**

Candidate # COMP000357219282

- We're a small team (there are about 20 of us) so on average, each of us is responsible for responding to around 140 tickets each day while ensuring that our SLA (0-2 hour response on all support tickets received Monday-Friday, 9-5 EST) is met.
- We use Slack to coordinate between fellow support team members as well as with our extended help desk team, located in Japan.

**CLIENT APPLICATION SPECIALIST | ASPIRA**

June 2017 - July 2018

As a contract worker with Aspira, I was able to get my first taste of working remotely as well as providing distance troubleshooting for external customers who had purchased turnkey solutions from the company.

- Worked as Tier 2 agent in Aspira's Fishing and Hunting License tech support team, deploying touch-based Windows point-of-sale systems as well as providing Tier 2 Help Desk (phone and email) support providing hardware and software support.
- Responsible for imaging and post-installation configuration for Windows 10 based POS machines, using Windows SCCM, before they were shipped to vendors.
- Received an average of 2 dozen calls per day, with a typical resolution of around 10 minutes when escalated from Tier 1 agent and triaged an average of 10 issues from the ticket queue, each day.
- Handled troubleshooting issues escalated from Tier 1 help desk agents, via Skype or by calling the customer when necessary.
- Maintained Fish and Hunt Department internal documentation on known issues and fixes for hardware and software problems using SharePoint.

**MEDIA DEPARTMENT SUPPORT LEAD | NEIMAN MARCUS**

April 2012 - December 2016

At Neiman Marcus, I began as a data entry specialist and quickly earned the respect and trust of my department manager which afforded me the opportunity to cut my teeth in tech support and gain valuable experience managing a small team.

- I worked alongside Neiman Marcus' other in-house tech teams to configure and backup local database to mainframe where imaged documents were stored.
- I was responsible for maintenance on department laser printers, including drum replacement and cleaning with a ESD vacuum as well as general troubleshooting.
- I was responsible driver configuration and troubleshooting for the department scanners which were connected to Windows 7-based PCs.
- I created and maintained best practices documentation for digitization and storage of customer records. I was also responsible for training temporary and seasonal help in department tasks.
- I was responsible for ensuring that my department's daily productivity goals were met and for creating reports of the work that was completed by the team at the end of each day using Microsoft Word and Excel. These reports were then forwarded directly to the Director of the Collections department