

Charles Tietjen

DEVELOPER · FULL STACK

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Summary

Full stack developer with experience within the MERN stack and eager to engage with and learn other technologies.

Currently seeking opportunities to develop myself and make a positive difference in organization culture and in the world.

Familiar Technologies

Front End

React , React Context, Three.js , HTML , CSS

Back End

Node.js , MongoDB , SQL , GraphQL , Express , Sequelize , NGINX

Conceptual

APIs , REST , MVC , JSON , SSL

Tools

JavaScript , Git , GitLab , Jira , Heroku , VS Code AWS S3

Projects

Kitchen Goblin

[HTTPS://GITHUB.COM/CHARLESTIETJEN/TRILOGY-PROJECT-3-KITCHEN-GOBLIN](https://github.com/charlestietjen/trilogy-project-3-kitchen-goblin)

- Kitchen Goblin was my final group project challenge for the coding bootcamp I graduated. I elected to work on this alone.
- A tracker web application and platform for storing and sharing iterative recipes.
- Built using the full MERN stack and utilizing JWT for authentication and GraphQL via Apollo for serving API requests.
- Kitchen Goblin is actively deployed and maintained at a personal URL reachable at <http://kitchen-goblin.lowlevelgoblin.com/>

Not-Discord

[HTTPS://GITHUB.COM/CHARLESTIETJEN/SOCKET-CHAT-PROJECT](https://github.com/charlestietjen/socket-chat-project)

- Socket based single room chat service primarily utilizing React and Socket.io
- Written as a learning exercise but fully functional and maintained.
- Not-Discord is still deployed and available at <https://not-discord-chat-server.herokuapp.com/>

Spaced-Out

[HTTPS://GITHUB.COM/CHARLESTIETJEN/TRILOGY-GROUP-PROJECT-2-SPACEDOUT](https://github.com/charlestietjen/trilogy-group-project-2-spaced-out)

- The second group project written during studies for which I also served as project lead and lead developer.
- Anonymous mental health focused social media.
- Fully featured CMS and user sign-ups/authentication.
- Leverages SQL, Handlebars and Three.js among other technologies.
- Deployed and fully usable at <https://spaced-problems.herokuapp.com/>

Work Experience

Public Health Ontario

DATA ENTRY OPERATOR

Toronto, Ontario

Sept. 2020 - Present

- Accurately and efficiently entering patient and clinical information into the Ministry's SQL database.
- Catching errors and missing information before they reach the database.

ecobee Ltd

TECHNICAL SUPPORT REPRESENTATIVE

Toronto, Ontario

Nov. 2016 - Nov. 2018

- Provide industry leading technical support to customers via phone, email and live chat.
- Receive and investigate reports of bugs and submit verified issues as Jira issues to be investigated by appropriate teams.
- As a team lead, provide support and coaching for members of my customer support team, ensuring they were able to deliver their very best on every ticket.
- Received escalation calls when customers desired speaking with a more technically focused support member.
- Lead an initiative to deploy a bot to live chat services that was capable of answering common basic queries and routing more complex issues to appropriate channels.
- Provided critical feedback to the QA and training team regarding training practices and content.

Sales Association

Bradford, Ontario

THE SOURCE

Oct. 2011 - Nov. 2016

- Assisted customers with technical questions regarding products and processed sales.
- Provided after sales support with products.
- Created and added to accounts in Bell's account system during the sale of cellular devices and residential services.

Education

University of Toronto School for Continued Studies

Toronto, Ontario

CODING BOOTCAMP CERTIFICATE

Nov 2021 - May 2022

- Graduated with 99.6 percent of all available credits.
- Over 6 months I covered 22 modules of content, teaching web development from basic HTML and CSS usage, right through to building functional apps, front-ends and back-ends using tools like Node, Express, React and more.
- Deployed a number of original projects, 2 while in a group setting as a group leader and one as a voluntarily solo project.
- Supplemented my own learning with personal projects throughout, many of which can be viewed and used via my portfolio.
- Taught and expected to use industry best practices.