

Charlie Malachinski

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Valparaiso, Indiana 46383

EDUCATION

Valparaiso University

Bachelor of Science in Computer Science; Minor in Communications

Honors: *magna cum laude* (3.6 / 4.0); *College of Arts and Science Dean's List*

Valparaiso, Indiana

May 2023

EXPERIENCE

Crystal Path Solutions

Front-End Software Developer (Remote)

Valparaiso, Indiana

August 2023 - Present

- Collaborated seamlessly with a team of 8 skilled developers, collectively overseeing the meticulous maintenance of 10 high-traffic websites, ensuring their optimal performance and user experience.
- Led troubleshooting, fixed 100+ bugs and other issues, updating the applications throughout the production cycle.
- Ensured strict adherence to graphic standards and branding guidelines, resulting in a 20% increase in user engagement and brand recognition.
- Optimized the performance of 10+ websites, reducing page load times by an average of 30% and increasing scalability to handle 1 million concurrent users.
- Led troubleshooting efforts and successfully resolved over 100 bugs and other issues, resulting in a 95% reduction in user-reported problems.
- Integrated 15 third-party APIs and plugins, expanding the websites' functionality and enhancing user engagement.
- Introduced modern front-end technologies and frameworks, reducing development time by 25% and improving code maintainability, resulting in a 40% decrease in development-related issues.

Valparaiso University

Technical Support Staff

Valparaiso, Indiana

January 2019 - Present

- Successfully resolved over 600 Jira tickets, addressing diverse hardware and software requests from customers, leading to a 95% satisfaction rate and empowering data-driven decision-making through a 30% increase in issue resolution efficiency.
- Responsible for maintaining, managing and repairing IT systems by diagnosing various hardware and software issues on 2000 computers for 19 departments among 5 colleges.
- Managed Microsoft 365 distribution groups and mailboxes, ensuring proper access and security protocols.
- Possessed a strong working knowledge of infrastructure technologies such as Linux, Windows, Active Directory, and LDAP, enabling seamless integration with existing systems and data.
- Diagnosed technical issues for 25+ clients per day via phone, email, and chat solving issues within 10 minutes on average.
- Successfully concluded solutions for 95% of computer errors, and escalated more complex Jira tickets to higher priority to assist clients as quickly as possible.
- Created and managed user accounts for 30+ clients weekly, and assisted them with the creation and customization of their accounts.
- In charge of developing and managing the front end of the university's IT WordPress website using HTML/CSS and JavaScript to improve user interactions and experience.
- Proficiently diagnosed and resolved hardware issues, including RAM and GPU troubleshooting, achieving an impressive 90% success rate in improving computer performance and minimizing downtime by an average of 25%.

CERTIFICATIONS

- [Google IT Support Certificate](#)

August 2022

SKILLS

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|-------------------------------------|-----------------------------------|---------------------------------------|
| • Java (JavaFX and Swift Libraries) | • PHP (Hypertext Preprocessor) | • WindowsOS MacOS GNU/Linux |
| • Python v2/v3 | • phpMyAdmin | • Microsoft Office Google App Suite |
| • React.js (JavaScript Library) | • Microsoft Access Database | • 105 WPM Typing Speed |
| • HTML/CSS/JavaScript | • SQL (Structured Query Language) | • SVN (Apache Subversion) |
| • Scala Programming Language | • DBeaver | • Microsoft Excel |
| • C Programming Language | • PostgreSQL | • WordPress |
| • XML(eXtensible Markup Language) | • Git/Github | • Atlassian Suite |