



CHASON LAW

FULL-STACK WEB DEVELOPER

CHASONTHELAW.COM
305.799.0691

CODING LANGUAGES

| Front-end

HTML5, CSS, JavaScript,
REACT, Bootstrap, jQuery,
GitBash

| Back-end

NodeJS, Firebase,
MongoDB, MYSQL

SKILLS

Management/Leadership
Teamwork
Communication
Technical Troubleshooting

EDUCATION

UNIVERSITY OF UTAH

*Certification: Full Stack Web
Development*

AUGUST 2019 - FEBRUARY 2020

TECHNICAL EXPERIENCE

HARVEST RIGHT LLC | NORTH SALT LAKE, UT

Lead Technical Manager

MARCH 2017 - PRESENT

- | Train and lead 6-12 technical support agents, working alongside them in database navigation and customer support
- | Improve CRM database functionality including workflow, bug reporting, and navigation, which has lead to the resolution of over 4500 tickets
- | Coordinate customer relations using CRM reporting tools and call monitoring software
- | Answer technical questions for employees in the building

ALDER PROTECTION | OREM, UT

Lead Technician

FEBRUARY 2013 - DECEMBER 2017

- | Instructed 12 security technicians over in home and commercial security accounts
- | Serviced accounts where products were installed, troubleshooting, and certifying installations
- | Oversaw customer relations for all customers under my team and monitored over 2,200 customer accounts
- | Inspired efficiency and teamwork twice a week in training meetings

DEVCON SECURITY | OREM, UT

Tier 2 Technical Support Agent

JULY 2011 - APRIL 2012

- | Created sales orders, schedules, and reports through Oracle CRM software for over 10,000 customers
- | Researched client needs to provide information and support for technicians
- | Advised technicians with installation and service of security systems

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