

CHASON LAW

FULL-STACK WEB DEVELOPER

SKILLS

- | Front-end Web Development (HTML5, CSS, JavaScript, REACT, Bootstrap, jQuery, GitBash)
- | Back-end Web Development (NodeJS, Firebase, MongoDB, MYSQL)
- | 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

CHASONLSMITH@GMAIL.COM

| (305) 799-0691

| LINKEDIN.COM/IN/CHASON-LAW

1525 N MAIN STREET #247 BOUNTIFUL, UT 84010

