CHRIS DUENAS

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EDUCATION

WYNCODE ACADEMY- WYNWOOD,FL — FULL-STACK DEVELOPER, 2018
STATE COLLEGE OF FLORIDA- VENICE,FL — ASSOCIATES OF ARTS, 2012

EXPERIENCE

WIX.COM   MIAMI BEACH, FL

QUALITY ASSURANCE - JAN 2019-**PRESENT**

- Escalated post-production deployment issues for new & existing products, A/B tests, and system changes through Jira or Slack to the relevant product teams

- Quickly troubleshooted time-sensitive user issues and alerted urgent issues to the appropriate on-call global teams.

- Contributed to a javascript project using the Corvid by Wix API including: displaying items from a database, filtering a search, session storage, and submitting data into second database using a dynamic form.

PRODUCT SUPPORT SPECIALIST

- Collaborated with Wix Editor product team as a point of contact for Members Area site components & delegated tasks for projects using Trello as a project management tool.

- Analyzed 100 call & ticket requests weekly using Tableau to generate monthly reports & quarterly Roadmaps.

- Composed weekly emails regarding all product updates and known issues for the call center.

- Created clear step-by-step guides tailored for users with complex issues and proactively offering best practices on web design and generating traffic.

WYNCODE   WYNWOOD, FL

FULL STACK DEVELOPER - MAY-AUG **2018**

- Used HTML, CSS, & React.js to build a portfolio site using responsive design and dynamically displaying JSON data.

- Set up a Server using Node.js and tested restful API's and user input validation using Postman

- Utilized command line & GitHub for version control when working with teams and maintained effective communication in daily stand ups.

GRAMPS BAR   WYNWOOD, FL

MIXOLOGIST/BARTENDER **-** 2015-**PRESENT**

- Trained 4 new team members on Point-Of-Sales Software , daily preparation by recipe, cocktail knowledge, and building customer relationships.

- Created several cocktails for company sales and competed in United States Bartender's Guild cocktail contest winning Overall Best Tasting Cocktail

- Received *BarSmarts* certification- Industry Leading Bartender Education Program

SKILLS

HTML

CSS

Javascript

React.js

Express.js

Node.js

Git

PLATFORMS

Github

Jira

Tableau

Postman

Slack

Trello