CHRIS MILLER

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TECHNICAL SKILLS

- Proficient: JavaScript, ES6, Node, Express, React, React Native, Redux, Postgres, Git, HTML, CSS
- Knowledgeable: REST, Mocha/Chai, OAuth, Bluebird, Socket.IO, Pair-Programming, TDD
- Some Experience: Agile, Enzyme, SQLite, Travis CI, Passport

PROJECTS

JAM.SESSION — *Web app that provides a platform for users to compose and perform music simultaneously*
DEVELOPER | GITHUB.COM/CHRISSTEPHENMILLER/JAM-SESSION   **APR — MAY 2018**
- Developed with React, Redux, Socket.IO, and WebAudio/MIDI APIs.
- Achieved client audio synchronization by quantizing all audio to a signal broadcast from the server.
- Winner of Fullstack Academy "Nerd Cred" award.

DWELLPLAYD — *Mobile app designed to turn communal tasks of a shared living space into an interactive game*
DEVELOPER | GITHUB.COM/CHRISSTEPHENMILLER/DWELLPLAYD   **APR — MAY 2018**
- Developed with React Native, Redux, Express and Postgres.
- Implemented native push notifications to keep users engaged with their registered community.

WHYSOWHITE — *High-energy funk band with over one hundred live performances throughout the United States*
BAND LEADER, GUITARIST, AND PRODUCER | WHYSOWHITE.BANDCAMP.COM   **JUN 2010 — AUG 2014**
- Produced and engineered all recordings. Collectively, songs have been streamed upwards of 200,000 times.
- Debut album was voted to the front page of Reddit.com, garnering international acclaim overnight.
- Booked and facilitated advancement for shows, including a profitable eighteen-date national tour.

EXPERIENCE

REVERB.COM — *Online marketplace for buying and selling musical instruments and equipment*
DIRECTOR OF RESOLUTIONS   **MAR 2017 — FEB 2018**
- Established and led desk of six senior agents who were responsible for mediating all disputed transactions.
- Resolved between 600-700 cases per month, arranging settlements with customers at minimum expenditure.
- Decreased average case duration from fourteen to ten days and cost per settlement from $125 to under $100.
- Reduced outstanding merchant debts from $500,000 to a balance of $100,000 within six months.

DIRECTOR OF CUSTOMER ENGAGEMENT   **SEP 2014 — MAR 2017**
- Oversaw day-to-day operations, management, and strategic planning of expanding department.
- Scaled team from five to thirty agents to accommodate 1000% growth in sales in less than two years.
- Processed 30,000 monthly requests on 100,000 orders and $35 million in gross merchandise volume.
- Served as customer advocate and stakeholder for feature development and product planning.
- Implemented new ticketing, phone, and chat services to improve capacity for rapidly increasing interactions.

WAVEMACHINE LABS — *Developer of music and audio applications for the Mac, PC, and iOS platforms*
TECHNICAL SUPPORT MANAGER   **OCT 2011 — SEP 2014**
- Administered technical support and quality assurance testing for multiple major software releases.
- Maintained Authorize.net payment gateway, PACE license management software, and company website.

EDUCATION

FULLSTACK ACADEMY | WEB DEVELOPMENT BOOTCAMP   **FEB — MAY 2018**
Seventeen-week software engineering immersive
- Winner, Fullstack Stackathon and Tessel Hackathon

NORTHWESTERN UNIVERSITY | BIENEN SCHOOL OF MUSIC   **SEP 2007 — JUN 2011**
Bachelor of Arts in Music Technology and significant coursework in Mathematics
- Major GPA: 3.97, Dean's List