CHRIS MILLER

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TECHNICAL SKILLS

- Proficient: JavaScript (ES8), Node 8, Express 4, React 16, Redux 3, PostgreSQL 10, Sequelize 4, HTML5, CSS3
- Knowledgeable: React Native, Expo, Mocha 3, Chai 3, Google OAuth 2, Socket.IO 2, Heroku, WebAudio/MIDI
- Some Experience: Webpack 4, Passport, Travis CI 2, Babel 7, Jasmine 3, Agile , TDD, Pair Programming

PROJECTS

MUSS BUSS — *Online adaptation of Bowman Games' classic "Fill-or-Bust" dice game*

SOLE DEVELOPER | MUSS-BUSS.CHRISSTEPHENMILLER.COM **JUN 2018 — PRESENT**

- Built with React, Redux, Socket.IO, Node, Express, PostgreSQL, and authentication via Google OAuth.
- Designed robust classes and database models to facilitate complex rules and scoring scenarios.
- Persisted all player actions, enabling varied rates of play and ability to participate in concurrent games.

JAM.SESSION — *Web platform for multiple users to synchronously compose and perform music together*

DEVELOPER | WWW.JAMSOCKETS.COM **APR 2018 — MAY 2018**

- Built with React, Redux, Socket.IO, Node, Express, and WebAudio/MIDI APIs.
- Achieved audio synchronization between clients with WebSockets and server-side performance quantization.
- Winner of the Fullstack Academy Chicago May 2018 Stackathon.

DWELLPLAYD — *Mobile app that turns completing communal tasks into an interactive game and competition*

DEVELOPER | WWW.DWELLPLAYD.COM **APR 2018 — MAY 2018**

- Built with React Native, Redux, Node/Express, Victory.js and PostgreSQL.
- Architected scoring model, based on user-designated frequencies, to effectively incentivize task completion.
- Implemented push notifications by utilizing device-specific permission tokens and Expo's Push API.

REVERB RAINBOW — *Color-centric browsing interface for Reverb.com's electric guitar collection*

SOLE DEVELOPER | REVERB-RAINBOW.CHRISSTEPHENMILLER.COM **MAR 2018 — APR 2018**

- Built with React, Node, Express, PostgreSQL, and the Reverb.com API.
- Parsed product information from vendor data in order to categorize and arrange guitar listings by color.

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 14 to 10 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 a 1000% growth in sales in less than two years.
- Processed 30,000 monthly support requests on 100,000 orders and $35 million in gross merchandise volume.

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 numerous major software releases.
- Maintained Authorize.net payment gateway, PACE license management software, and company website.

EDUCATION

FULLSTACK ACADEMY — *Web Development Bootcamp* **FEB 2018 — MAY 2018**

SEVENTEEN-WEEK SOFTWARE ENGINEERING IMMERSIVE

NORTHWESTERN UNIVERSITY — *Bienen School of Music* **SEP 2007 — JUN 2011**

BACHELOR OF ARTS IN MUSIC TECHNOLOGY AND SIGNIFICANT COURSEWORK IN MATHEMATICS