CHRIS MILLER

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TECHNICAL SKILLS

- Proficient: JavaScript, ES8, Node, AJAX, Express, React, Redux, Postgres, Sequelize, Git, HTML, CSS
- Knowledgeable: React Native, Expo, REST, Mocha/Chai, OAuth, Socket.IO, Heroku, Web Audio/MIDI
- Some Experience: Passport, Travis CI, Babel, Jasmine, Webpack, Enzyme, SQLite, TDD, Agile

PROJECTS

MUSS BUSS — *Online adaptation of Bowman Games' classic "Fill-or-Bust" dice game*
SOLE DEVELOPER | MUSS-BUSS.CHRISSTEPHENMILLER.COM   JUN 2018 — PRESENT
- Developed using React, Redux, Socket.IO, Express, and Postgres. Authentication via Google OAuth.
- All player actions are persistent, allowing users to play at varying rates and in multiple games simultaneously.
- Games can be played by up to eight users in real-time or more passively by enabling turn notifications.

JAM.SESSION — *Web platform for users to synchronously compose and perform music together*
DEVELOPER | WWW.JAMSOCKETS.COM   APR 2018 — MAY 2018
- Developed using React, Redux, Socket.IO, Express, and WebAudio/MIDI APIs.
- Achieved audio synchronization between clients via WebSockets and server-side performance quantization.
- Winner of the Fullstack Academy Chicago May 2018 Stackathon.

DWELLPLAYD — *Mobile app that turns the communal tasks of a shared living space into an interactive game*
DEVELOPER | WWW.DWELLPLAYD.COM   APR 2018 — MAY 2018
- Developed using React Native, Redux, Express, Victory/D3 and Postgres.
- 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
- Developed using React, Express, Postgres, and the Reverb.com API.
- Categorized and arranged guitar listings by color by parsing product information scraped from vendor data.

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 support requests on 100,000 orders and $35 million in gross merchandise volume.
- Implemented new email, phone, and chat enterprise software to increase capacity and improve 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 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