
Christopher Paul

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Contact

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Work experience

LiveOps

May 2018 – Jul 2018

Inbound Sales Representative

- Memorized scripts to achieve easy conversational flow in interactions with potential customers.
- Communicated with customers regarding marketing campaigns and promotions, answering questions and addressing concerns.
- Responded to customers within required turnaround times.
- Trained and coached new representatives regarding daily duties through shadowing, reverse shadowing and role-playing.
- Documented details of calls and customer interactions.

TurboTax

March 2018 – May 2018

Product Support Specialist

- Identified, triaged and escalated issues to internal personnel along with clear outline of problems and technical detail.
- Performed troubleshooting and tested customer issues via phone, email and remote assistance software.
- Captured client feedback and recommended and advocated for product enhancements based on personal expertise and evaluation of customer needs.

Qualifications

I have worked on several projects that showcase my technical skills and ability to solve problems. One of these projects is CutLink, an application that provides users with link shortening functionality using HTML, CSS, JavaScript, Python, H2, Hibernate, and Javalin as a microframework. In addition, I have experience in troubleshooting and designing optimal networks using Cisco devices. Another project is an administrative software in Java designed for selling electronics parts. Additionally, I developed an educative game that replicates the popular Akinator game by bridging Java and Prolog programming languages. Finally, I worked on a project that demonstrates my ability to identify and mitigate security risks by designing and analyzing an unsecured router and Wi-Fi network. These projects have enabled me to hone my skills in algorithm design, programming, software development, and data analysis.

Interests

In addition to my technical skills and experience in programming and networking, I have a passion for web development. I enjoy staying up to date with the latest web technologies and am always excited to explore new frameworks and tools. This interest in web development has not only fueled my passion for coding but has also helped me to create intuitive and user-friendly applications for users. In my free time, I also enjoy participating in coding communities, attending hackathons, and exploring new coding challenges.

References

References available upon request.

Accomplishments

- Developed CutLink, an application using HTML, CSS, JavaScript, Python, H2, Hibernate, and Javalin as a microframework, which provides users with link shortening functionality and allows them to view statistics like user-agents, IP address, and platform of visitors.
 - Designed and programmed software in Java for an administrative project of electronic shops, including users, tracking of parts (stock and sales of products), customers, graphical charts, and messages between administrators and sellers.
 - Created an educational game using Java and Prolog programming languages, replicating the popular game "Akinator," where the objective is to guess the name of a real country chosen by the player through a series of yes or no questions.
 - Designed and conducted a project on how to avoid data theft when using public Wi-Fi, including a structural analysis of data flow using Wireshark, on an unsecured router and a computer booted with Kali Linux.
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Languages

- French: Native
- English: Proficient
- Spanish: Fluent
- Haitian Creole: Native