

# Christopher James Porter – [www.c-porter.com](http://www.c-porter.com)

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## Objective

I am a highly motivated and detail-oriented software developer with a bachelor's degree in computer science and strong skills in data management, database design, data analysis, and client satisfaction. I am seeking to leverage my IT expertise and passion for technology to expand my knowledge and drive innovative solutions in the software development industry.

## Education

### B.S. Computer Science - 2023

- University of Arkansas Grantham - Kansas City, MO
- University of California - San Diego, CA

## Work Experience

### AbleNet – ableCARE Customer Experience Analyst & Integrations Developer | October 24' - Present

- Evaluated incoming customer issues and provided expert iPadOS and speech app troubleshooting solutions
- Developed in-depth Salesforce reports to analyze case data, report ongoing trends, and audit old case data
- Kickstarted automations development with device management team by leveraging JAMF services & APIs
- Proposed scaffolding of dedicated ableCARE iPadOS app to provide a support hub for users & Speech Language Pathologists
- Leveraged Zapier services and other tools to build new & support current integrations between the following services – Salesforce, Tableau, JAMF, Tremendous, Jotform, Acumatica, and Talkdesk

### Geek Squad – Advanced Repair Agent | June 23' – May 24'

- Main facilitator of device diagnoses and repair, utilizing specialized software to perform diagnostic services
- Maintained an effective workflow rhythm & communicated empathetically with all clients, ensuring high service standards

### Geek Squad – Apple Pro Consultation Agent | October 19' – May 23'

- Primary point of communication, inventory management, and conflict resolution between our precinct and Apple
- Handled quarterly counts & fulfilled inventory pullbacks, minimizing financial impact due to mismanaged product
- Led client consultations, utilizing troubleshooting expertise to resolve issues and prevent future frustrations

## Skills

- **Programming Languages:** Python, JavaScript, Typescript, C#, C, C++, Scala, Swift, R
- **Frameworks & Libraries:** Flask, Django, Firebase, React, RESTful API's, SwiftUI, React Native
- **Web Development:** HTML, CSS, deployment using Heroku and Netlify
- **Database Management:** SQLite, SQL, Firestore Database
- **Education:** Knowledgeable of Agile, Scrum, Waterfall. Competent in using industry-standard IDEs and UML Diagrams.
- **Familiar Tools:** SharePoint, Azure, GitHub Organizations, Power BI

## Projects

### TheSquad – API, Data Analysis, & Machine Learning - [www.github.com/cjporter25/thesquad-api-demo](https://www.github.com/cjporter25/thesquad-api-demo)

- TheSquad is an online data tool for the MOBA - League of Legends. Its main functions are to retrieve, store, and analyze the game data of specified groups of players or "Squads"
- Designed and implemented a RESTful API using Flask and stored gathered data to a Firestore Database
- Evolved this analysis into a machine learning model that uses past data to recommend champions in live games
- Created website to demonstrate API usage and proof of function

### MPScrubber – Online Marketplace Analysis Tool – [www.github.com/cjporter25/MPScrubber](https://www.github.com/cjporter25/MPScrubber)

- Designed a Python-based tool & browser extension to scrape the Facebook Marketplace & CarGurus used car listings
- Designed a reporting algorithm that automatically formats data comfortably in an excel spreadsheet
- Developed a user interface and deployed the project into an installable package
- Worked with lifelong used car analysts and directors to guide project towards an eventual production level product

## Future Projects

- **TheSquadFFB** – Machine learning application to analyze play-by-play football statistics over time (Parquet, R)
- **Magnitude** – Potent reminder app. Assign magnitude levels and use location data to output phone reminders (Swift)
- **MyLake** – Geographically based fishing aid for saving and analyzing trends on a personal lake (React)