Christopher James Porter

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Objective

I am a highly motivated and detail-oriented IT specialist and growing software engineer with a Bachelor's degree in Computer Science and a strong passion for technology, data analysis, and client satisfaction. I am eager to leverage my skills and expand my knowledge to establish a foothold in the industry.

Education

B.S. Computer Science - 2023
- University of Arkansas Grantham - Kansas City, MO
- University of California - San Diego, CA

Professional Experience

Geek Squad – Advanced Repair Agent   June 23' – May 24'
- Main facilitator of device diagnoses and repair which requires a variety of troubleshooting activities, including the use of specialty software
- Maintain an effective workflow rhythm so that colleagues could resolve device issues quickly and efficiently
- Perform diagnostic discoveries and demonstrations for clients and provide recommendations based on those findings
- Ensure consistent and empathetic communication was offered to every client regardless of the circumstance

Geek Squad - Apple Pro Consultation Agent   October 19' – May 23'
- Acted as the primary point of communication, inventory management, and conflict resolution between Apple's repair systems and our precinct. Handled quarterly counts & fulfilled inventory pullbacks, minimizing financial impact due to missing or mismanaged product
- Diligently tracked the status of ongoing repairs, provided individual updates to clients and frequently communicated with repair agents about repair completion expectations
- Primary facilitator of client consultation, used troubleshooting expertise to identify and resolve issues
- Used de-escalation tactics, conflict resolution tools, education, and general experience to prevent current and future client frustration

Skills

- Proficient in Python, C, C++, and C#
- Experience using Google's Firebase, Django, Heroku, and Flask
- Knowledgeable of common programming methodologies such as Agile, Scrum, Waterfall, etc.
- Competent in the usage of industry standard IDEs
- Able to interpret and create any UML diagram necessary
- Self-motivated, quick learner, and thrive in team-oriented environments
- Excellent verbal and written communication skills

Projects

TheSquad - Database Design & Data Analysis   **GitHub -** *https://github.com/cjporter25/TheSquad_v2* & */thesquad-api-demo*

Summary:
- TheSquad is a personal project I undertook to explore my passion for data analysis and apply it the gaming community. The goal of this project is to develop a service tool for players of the popular online multiplayer game, League of Legends. This project focuses on providing users with interesting, fun, and useful metrics about how a specified group of players perform together as a team.

Design:
- Obtained necessary player data by successfully obtaining approval through the Riot Games Developer Program. Through this came the creation of a unique ID hierarchy for each Squad using Riot's provided static player identifiers, then designed a comprehensive model that defines important metrics about each individual player and the Squad as a whole
- Developed algorithms to efficiently organize this data in an easily processable format which created an environment where this app can continually record runtime metadata to determine if changes improved project efficiency
- Created and deployed a proprietary API using Flask and Heroku cloud hosting services that offloads the collection, storage, and management of the data away from the primary website

Analysis:
- Analyzed the stored data to extract valuable insights and utilized these results to develop a tailored set of metrics that represent a team's relative performance under various conditions in an easily readable format. These steps showcase my ability to derive meaningful conclusions from complex datasets and translate this data into actionable insights.