Christopher John Swanson 651-235-0873

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**OBJECTIVE**

Highly motivated qualified professional with expertise in Java and front-end technologies, seeking an entry-level position as a Java Front End Developer. Solid understanding of HTML5, CSS3, and JavaScript, along with hands-on experience in Java, SQL, and React. Passionate about creating responsive interfaces and eager to contribute to a passionate team.

**EDUCATION**

* **Bachelor of Computer Science,** Minnesota State University Moorhead, *2008-2011*
* **Associate of Applied Science,** Anoka Technical College, *2006 – 2008*

**RELATED SKILLS**

**Java Technologies:** Skilled in Java programming and proficient in utilizing frameworks.

**Front End Technologies:** Proficient in web development languages and technologies, including HTML5, CSS3, and JavaScript with a focus on creating dynamic and visually appealing front-end interfaces.

**Databases:** Experienced in SQL and database design, adept at crafting efficient and organized database structures to ensure seamless data management and retrieval in software applications.

**Version Control**: Proficient in version control using Git and GitHub, ensuring collaborative and organized software development by managing code repositories and facilitating seamless teamwork among developers.

**CERTIFICATIONS**

* **Microsoft MCSA,** Microsoft, *September 2018*

**WORK HISTORY**

**MEA Energy (Contract)**

*Product Support Specialist* *March 2023 – Present*

* Built Excel document processing software using Java and the NETBeans IDE which saved hundreds of hours of company time.
* Utilized AI tools to assist with writing code and integrated them into my programming workflow.
* Wrote scripts in PowerShell to manage company file structure to assist with managing thousands of files during migration.
* Built AI Chatbot using Python and integrated with company data to assist my team with responding to customer questions.

**Sovos (Contract)**

*Software Support Analyst* *November 2022 – February 2023*

* Provided software and technical support to companies and clients.
* Worked in Salesforce to manage cases and create tickets.
* Supported customers during the busy and stressful tax season with over 2,000 calls a day.

**Business Owner**

*Social Media Entrepreneur* *November 2019 – November 2022*

* Performed animation, editing, and design on videos for social media platforms.
* Primarily used the Adobe Suite for my work including Photoshop, Animate, Audition, and Premiere Pro.
* Used art and animation to tell compelling stories to a worldwide audience.
* Managed business-related tasks including creation of the LLC and financial affairs.

**EO Johnson**

*Systems Administrator* *March 2018 – November 2019*

* Managed and workstation and servers via Kaseya and Datto Remote Management Systems.
* Used Autotask on a day to day basis to handle tickets and manage information.
* Referenced and updated Confluence to organize client information
* Troubleshooted a network of over 10,000 workstations, servers, hosts, and devices.
* Updated and managed Office 365 accounts.
* Troubleshooted Fortigate firewalls and updated network policies, VPN, wireless, and application control.
* Provided support for common user email, network, authentication, and printer issues.
* Configured DHCP, DNS, Active Directory, and Exchange systems.

**E-Technical**

*NOC Engineer* *November 2017 – March 2018*

* Performed overnight support for network, server, and desktop issues.
* Configured and deployed a large volume of Watchguard firewalls to 911 ECN network.
* Employed ConnectWise, Automate, and ITGlue, and ScreenConnect for work management.

**JDL Technologies**

*Systems Engineer* *August 2015 - September 2017*

* Worked with clients running Citrix vSphere, XenApp, XenDesktop, and Workstation Player.
* Configured VMWare with Windows Server 2008 and 2012.
* Managed and deployed telephony 3CX and Avaya phone system.
* Built, installed, configured, and administered corporate and company SharePoint environments.
* Provided 1st level support for critical system outages related to SharePoint, network, SQL, and Windows Server issues.
* Participated in company network upgrade including VLAN, wireless, firewall, and Cisco solutions.
* Managed Veeam and BackupExec tape solutions with disk and tape replication systems.
* Provided end level desktop and helpdesk support for corporate environment.
* Implemented SQL based BrightGauge and ConnectSmart solutions for company reporting.
* Tracked time, tickets, and clients within ConnectWise environment.
* Managed and developed and LabTech monitoring systems.
* Managed, installed, licensed, and configured VMWare virtual operating systems and environments.

**Volt-VMC / Microsoft**

*SharePoint Engineer* *September 2014 – August 2015*

* Diagnosed, analyzed, and repaired highly technical issues for SharePoint 2010 and SharePoint 2013.
* Integrated knowledge of related technologies including SQL Server 2008, SQL Server 2012, Windows Server 2008, Windows Server 2012, IIS, and PowerShell.
* Employed diagnostics tools including ULS Viewer, Fiddler, WireShark, NetMon, SETH, ROIScan, OPUtil, and Process Monitor.
* Setup and maintained a complete SharePoint lab environment including Active Directory.
* Provided critical system outage support for fortune 500 company administrators.