Christopher Keller

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SUMMARY

- Upcoming WGU graduate with a strong foundation of software development and programming principles, in addition to expertise with computer hardware and software.
- Experienced in object-oriented programming; developing, testing, and debugging code; designing interfaces; and administering systems and networks.
- A+ and Project+ certified, in addition to having strong troubleshooting and problem-solving skills.
- Several years of experience providing excellent customer service, both in person and over the phone.

TECHNICAL SKILLS

Systems: Microsoft Windows XP/Vista/7/8/10, Android, iOS, Linux
Hardware: A+ Certified (Assembly, Diagnosis**,** Troubleshooting, Repair, Networking, Installation)
Applications/Technologies: Heroku, PowerShell, Visual Studio, Android Studio, Adobe XD, Illustrator, Git/Github
Languages: Java, SQL (MySQL, SQLite), HTML, CSS, SASS, JavaScript, XML
Frameworks/Libraries – JavaFX, jQuery, React, Node.js, Bootstrap

EDUCATION

Western Governors University - Salt Lake City, UT
Pursuing Bachelor of Science in Computer Science/Software Development - Expected Graduation: October 2019

Courses Completed:

- Software Development
- Software Engineering
- Mobile Application Development
- User Interface Design
- Scripting and Programming
- Client-Server Application Development
- Database/Data Management
- Web Development
- Software Quality Testing
- OS for Programmers
- Computer Hardware/Software
- Networking and Security

PROJECTS

Portfolio Website – github.com/ckeller22/Portfolio

- Portfolio website hosted and maintained on Heroku cloud platform to showcase projects and allow users to contact me.
- Contact form utilizes AJAX requests to send data to PHP handler, processes data with SendGrid/PHP.
- Implements both client and server-side validation/sanitization to verify contact information.
- Features responsive design for both mobile and desktop views.

WGU Term Tracker - github.com/ckeller22/WGU-Term-Tracker

- Designed an Android application to allow WGU students to plan their terms and course selections, schedule alarms for both assessments and courses, and to save respective course notes.
- Utilizes an SQLite database to hold term, course, and assessment data, as well as course notes.
- Implements material design best practices.

Customer Management System – github.com/ckeller22/Customer-Management-Software

- Developed a desktop JavaFX application to manage both customer and appointment records.
- Utilizes a MySQL database to maintain appointment and customer information.
- Appointment times are automatically adjusted based on the system's locale.
- Multiple reports can be generated dynamically by the application.

CERTIFICATIONS

- CompTIA A+
- CIW User Interface Designer
- CIW Advanced HTML5 & CSS3 Specialist
- CompTIA Project+
- Microsoft 98-375 HTML5 Application Development Fundamentals

PROFESSIONAL EXPERIENCE

Food and Beverage Expert - Trainer, Target, Puyallup, WA   June 2018 – August 2019
- Utilize and troubleshoot Zebra devices and printers to effectively perform job functions daily.
- Accountable for backroom health and metrics. Using audits and targeted purging, improved location accuracy and reduced error rates substantially.
- Coordinate directly with vendors and form partnerships to execute strategies intended to effectively drive sales.
- Demonstrate leadership by filling in as the Team Lead and managing a group of five or more team members.
- Prioritize delivering excellent customer service, making sure every customer is satisfied.
- Follow all food safety standards and best practices to ensure freshness and quality of all food and grocery items.
- Work independently of management and make authoritative decisions to improve sales and store performance.
- Train Team Members in process.
- Operate a variety of powered equipment, i.e. Stacker, WAV, baler/compactor, electric pallet jack.

Team Trainer - Logistics/Hardlines, Target, Puyallup, WA   September 2013 – April 2016, August 2017 – June 2018
- Deliver excellent customer experience across all areas of the store, resolving any issues as they occur to make sure the customer has a positive experience.
- Consistently make and exceed time goals for all work processes, i.e. picking/pulling, back-stocking.
- Drive sales using technical experience, product knowledge, and exemplary brand ownership.
- Demonstrate expert knowledge of related work centers (Backroom, Ship from Store, Logistics, Sales Floor/Electronics) to serve as a role model for new hires.
- Ensure onboarding Team Members are trained to meet standards.
- Promptly prepare training records, learning plans, miscellaneous business documents.

Ambassador/Fulfillment Associate, Amazon, DuPont, WA   March 2016 – April 2017
- Fulfilled the role of a trainer and mentor, handled new employees.
- Ensured quality, productivity, and safety standards were all met in all areas of the warehouse.
- Served in a multitude of leadership roles throughout the warehouse.
- Directly managed specific areas with groups of 3-10 people.
- Maintained mastery of all job functions, i.e. receiving, stowing, picking, sorting.
- Surpassed expected rates and quotas while still maintaining exceptional attention to detail.