



# Christian Crosby Addy

Frontend dev / Web dev / Customer support engineer

## Profile

Since mid-2019, I have dedicated most of my time outside work to web development. This period has been both challenging and exciting and I am determined to continue developing the skills needed in this field and to be able to effectively self-manage during independent projects, as well as collaborate in a team setting. I am open to work opportunities in Front end and Web developer positions. Looking forward to hearing from you.

## Employment History

### Educational assistant / Personal Assistant at Int'l. Sch. of Helsinki

September 2020 — Present

Working as an assistant in the lower primary and early years. Providing language support(Russian) and implementing individualized learning and behavior improvement process with an individual student.

### Production specialist at Swappie, Helsinki

August 2019 — November 2019

- Main responsibilities included different tasks at inbound, checking and outbound stations as well as repairing different iPhone models.

### Customer Support Engineer at Crossover, Texas, USA (Remote)

September 2018 — April 2019

- Providing technical support for 10 software/hardware products reported by our customers. Ticketing and issue tracking systems used : Zendesk, Salesforce, JIRA.
- Conducting remote/troubleshooting sessions with customers.
- Knowledge management/Technical writing.

## Education

### MSc degree, Aalto University / ITMO university, Helsinki, Finland / St. Petersburg, Russia

September 2016 — November 2018

Degree : Computer, Communications and Information Sciences

Major: Security and Cloud computing (Double degree scholarship program)

### BSc in Information Security, The Bonch-Bruевич Saint-Petersburg State Uni. of Telecommunications, Russia

September 2012 — May 2016

## References

### Marton Kinnunen from Swappie

[marton@swappie.fi](mailto:marton@swappie.fi) · +358 50 3569552

### Ben Bacon from Int'l Sch of Helsinki

[benb@ishelsinki.fi](mailto:benb@ishelsinki.fi)

## Details

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Finland

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Date of birth

21-10-1991

Nationality

Ghanaian

## Links

[Portfolio](#)

[Github](#)

[Linkedin](#)

## Skills

HTML/CSS

JavaScript

Bootstrap

React

Node / Express JS

Git

IT administration

Customer Support

Office 365

Computer Networking

## Languages

English

Russian Language

Asante Twi

## Hobbies

Playing instruments, Football, Video games and Listening to podcasts