



# Christian Crosby Addy

CUSTOMER SUPPORT ENGINEER /  
FRONTEND DEVELOPER

## Details

Helsinki, 00970

Finland

0417519139

[christianaddy91@gmail.com](mailto:christianaddy91@gmail.com)

NATIONALITY

Ghanaian

DATE OF BIRTH

21-10-1991

## Links

[Portfolio](#)

[Github](#)

[Linkedin](#)

## Skills

HTML/CSS

JavaScript

Bootstrap

React

Liquid framework / Shopify

Node / Express JS

GraphQL

IT Admin / Customer support

Office 365

Computer Networking

## Languages

English

Russian Language

Asante Twi

## Profile

- Striving forward with a motivated attitude, continuous skill development, and a commitment to being a valuable asset.

## Employment History

### Customer Support Associate, Rens Original, Helsinki

SEPTEMBER 2021 – PRESENT

- Solve customer issues in a professional and timely manner.
- Improve customer support workflow with time-efficient methods.
- Order and inventory management.
- Assist in different cross-functional department activities.

### Front-end Developer Intern, Rens Original, Helsinki

JUNE 2021 – AUGUST 2021

- Maintain and improve the online storefront(s).
- Assist in testing, bug fixes, and integration of features.
- Develop new solutions to improve sales and boost the team's productivity.

### Production Specialist, Swappie, Helsinki

AUGUST 2019 – NOVEMBER 2019

- Component testing, Repair, and Order processing of iPhones.

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

SEPTEMBER 2018 – APRIL 2019

- Technical support-10 software/hardware products. Details in [portfolio](#) (About me->Experience (Icon: Hand with a wrench)->Customer Support Eng.)

## Education

### MSc in Computer, Communications and Information Sciences, Aalto University / ITMO university

SEPTEMBER 2016 – NOVEMBER 2018

- Major: Security and Cloud computing (Double degree scholarship)
- Courses: Web App. Dev't, Network and Web Security, Cryptography.

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

SEPTEMBER 2012 – MAY 2016

## Projects

- **Search-my-github-repos:** A quick and easy way to explore my github repos (*React, GraphQL, Github API*) . [Demo](#) / [Repo](#)
- **Movie Fight App:** Compare the IMDB stats of two movies side by side (*Javascript, Axios, OMDb api, Bulma CSS*). [Demo](#) / [Repo](#)
- **Explore NASA mini blog:** Explore the earth and space with this NASA Blog. (*Javascript, NASA APOD API*) [Demo](#) / [Repo](#)

## References

### Son Chu (CTO and CMO) from uFactory Oy (Rens Original)

son.chu@rensoriginal.com | 0447601889

### Marton Kinnunen (Team Lead) from Swappie

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