Christian Crosby Addy

CUSTOMER SUPPORT ENGINEER / FRONTEND DEVELOPER

Details

Helsinki, 00970
Finland
041 4936928
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-Bruevich 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 uFaktory Oy (Rens Original)
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Marton Kinnunen (Team Lead) from Swappie
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