

Christopher Eckardt

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing educational strategies and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional analytical mindset, technical knowledge and making critical decisions during challenges. Adaptable, transformational detail-oriented Quality Manager with +6 years of experience in a startup environment with an ability to work independently and learn quickly, creating effective presentations and developing opportunities that further establish organizational goals.

Experience

Senior Quality Manager, 04/2015 – present

Visual Meta GmbH – Berlin

- Continuous improvement of the quality approach and associated workflow
- Define and implement complex project (internal & external)
- Develop and maintain feed detective & qm automation tool
- Develop the structure of the German quality department
- Managing all quality related topics for German website
- Recruiting / hiring process for quality related positions
- Coaching of new employees

Quality Manager, 10/2012 – 04/2015

Visual Meta GmbH – Berlin

- Managing, consulting and controlling the quality assurance of our German platform
- Ensuring the successful maintenance
- Implementation of quality assurance and control
- Improving and developing workflows and procedures
- Coaching of new employees

2nd Level Backoffice, 04/2007 – 10/2012

Capita rentable GmbH – Berlin

- Customer support in internet technology
- Customer relationship management
- Electronic data processing (eg. KONTES-ANDI)
- Exchange of customer letters in written communications
- Coaching of new employees

Deputy Manager Game Master, 08/2005 – 04/2007

Hubert Burda Media – Munich

- Report tracker processing
- Organizer, officiant for questions regarding rules, arbitrator and moderator
- Exchange of customer letter in written communication (English)
- Customer support in payment processing
- Bot hunting
- Coaching of new employees

Personal Info

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[StackOverflow](#)

[GitHub](#)

[LinkedIn](#)

Programming Skills

HTML	- Excellent
CSS	- Excellent
Java-Script	- Advanced
jQuery	- Advanced
Bootstrap	- Intermediate
JSON & AJAX	- Intermediate
RegExp	- Intermediate
PHP	- Advanced
SQL	- Intermediate
Java/JavaFX	- Advanced
Docker	- Intermediate
Git	- Intermediate

Language

German	- native
Englisch	- fluent

Education

Büro-Com Hanke, 03/2003 – 04-2007

Training as Management Assistant in IT-Systems (dual vocational education)

Chamber of Commerce Certificate of Management Assistant in IT-Systems

Konrad Wachsmann Oberstufenzentrum – Frankfurt(Oder)

- Analysis of information and telecommunication customer requirements
- Conception of information and telecommunication systems
- Conclusion of contracts
- Procurement of equipment, hardware and software, as well as services
- Use of project planning, implementation and control methods
- Installation of information and telecommunication systems
- Commissioning of IT systems and handover to the customer
- Agreement and execution of services
- Consulting and training of customers and users
- Billing of order services
- Controlling, control and continuous improvement of processes
- manage customer complaints

General Certificate of Secondary Education, 08/1999 – 06/2003

Ernst-Haeckel-OS in Berlin

PROJECTS

The Feed Detective — *Html, CSS, Java-Script, PHP & Ajax*

At Visual Meta we have to synchronize millions of products from our partner-shops on a daily basis in order to provide users with the most recent product information (price changes, availability or even new products). Prior to allowing new product feeds to join the synchronization schedule, they have to undergo a detailed quality check. A manual validation of CSV & XML files with hundreds of thousands of lines is very time consuming and vague. To ease the burden of this huge effort, we planned, developed and released the “Feed Detective”, a web-based solution to automate & simplify this process.

QM Frontend Automation — *Java, JavaFX, CSS & Selenium*

At Visual Meta we have to sanity check thousand of webpages on a daily basis in order to provide users with the best recent and newest product information on our landing pages. To ease the burden of this huge effort, we planned, developed and released the “QM Frontend Checker tool”, a JavaFX and Selenium based solution to automate & simplify this process.