

Christopher Southwick
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Portfolio: csouthwick.github.io/react-portfolio | GitHub: github.com/csouthwick |
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Summary

Full stack web developer with a certificate in Web Development from the University of Central Florida and a Bachelor of Science degree in Computer Science from the University of Massachusetts Lowell. Passionate about combining and transforming data into useful and intuitive views. Technical prowess in web technologies as well as a quick learner who enjoys puzzling through problems to find creative solutions.

Technical Skills

Languages: JavaScript ES9+, CSS3, HTML5, PHP, SQL, NoSQL, SASS/SCSS, C/C++, Regex

Frameworks and Libraries: React, Node, Express, Jest, jQuery, Handlebars, Bootstrap

Tools and Services: Git, GitHub, NPM, REST, GraphQL, MongoDB, MySQL

Projects

Web-Buffer | github.com/JoshCarter8400/web-buffer | glacial-atoll-63430.herokuapp.com

Team project demonstrating an eCommerce site to purchase web development services.

Responsibilities: services page, merge conflict resolution, full-stack debugging, CSS animation

Technologies: MERN stack, MongoDB/Mongoose, Express, React, React-Router, Redux, Node,

CSS animation, JSON Web Tokens, GraphQL, Apollo Server, Progressive Web App

Budget Tracker | github.com/csouthwick/budget-tracker | dry-journey-39799.herokuapp.com

A progressive web app to track your budget on the go

Technologies: Node, Express, MongoDB, Mongoose, IndexedDB, Service Workers

Tech Blog | github.com/csouthwick/tech-blog | powerful-tundra-10480.herokuapp.com

A simple tech blog with the ability to create short posts and comments

Technologies: Node, Express, MySQL2, Sequelize, Handlebars, bcrypt, Express Session

Experience

Case Mentor Alorica - Lake Mary, FL 2017 - Present

Provided phone-based hardware and software customer technical support for a major PC OEM. Performed deep-dive analysis of outliers, engagement with agents and management team on areas of improvement.

- Maintained 100% customer satisfaction as a level 1 technician through 200+ surveys
- Highly praised for impeccable documentation
- Selected for promotion to an elite team to improve site-wide metrics within first 9 months
- Oversaw our first quarter above 90% customer satisfaction in the program's history

Freelance Web Developer/IT Consultant Georgetown Community Television 2015 - Present

Production Technician Georgetown Community Television - Georgetown, MA 2007 - 2015

Produced, edited, and archived community events, local government meetings, and shows. Maintained and upgraded video and computer hardware, software, and community TV website.

- Lead designer and sole developer of community TV website
- Enabled the public to watch live and recorded shows online for the first time in the studio's history in addition to traditional cable broadcasts

Education

Certificate, Full Stack Web Development	University of Central Florida	Orlando, FL
Bachelor of Science, Computer Science	University of Massachusetts Lowell	Lowell, MA