

Christopher Southwick  
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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, 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](https://github.com/JoshCarter8400/web-buffer) | [glacial-atoll-63430.herokuapp.com](https://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

**Tech Blog Demo** | [github.com/csouthwick/tech-blog](https://github.com/csouthwick/tech-blog)

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

## Experience

**Lead Customer Experience Agent / Case Mentor** Alorica 11/2017 - 12/2024

Provided phone-based hardware and software 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 first quarter above 90% customer satisfaction in the program's history

**Freelance Web Developer / IT Consultant** Georgetown Community TV 9/2015 - Present

**Production Technician** Georgetown Community TV 3/2007 - 9/2015

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

- Lead designer and sole developer of community TV website [gctv.georgetownma.gov](https://gctv.georgetownma.gov)
  - Technologies: HTML5, CSS3, SCSS, Responsive Design, JavaScript, PHP, SOAP, REST
- 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

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