Christopher Southwick

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Portfolio: csouthwick.github.io/react-portfolio | GitHub: github.com/csouthwick
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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 University of Massachusetts Lowell. Passionate about combining and transforming data into useful and intuitive views. My technical prowess in web technologies as well as being a quick learner who enjoys puzzling through problems to find creative solutions makes me an excellent addition to any development team.

Education

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

Technical Skills

Languages: JavaScript ES9+, CSS3, HTML5, PHP, SQL, NoSQL, SASS/SCSS, C/C++
Applications: GitHub, MongoDB, MySQL
Tools: Express, React, Node, Handlebars, jQuery, Bootstrap, GraphQL, REST, Regex

Projects

Web-Buffet | github.com/JoshCarter8400/web-buffet | 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   2017 - Present
Alorica   Lake Mary, FL
Provided 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.
Key Accomplishments:
- 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   2015 - Present
Production Technician   2007 - 2015
Georgetown Community Television   Georgetown, MA
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