CHRIS WOODWARD

Phone 417-234-7086
chris@cwoodward.net
https://www.cwoodward.net

SUMMARY

Highly motivated and detail-oriented Full Stack Developer, who strives to deliver high quality, creative, and valuable solutions. Proven track record in multiple languages, libraries, and web frameworks. Experienced in starting and maintaining projects from scratch, as well as participating as a team member on large, established code bases. Portfolio showcases large-scale community project work done, completed classwork projects, and a variety of original web applications demonstrating proficiency in multiple stacks.

TECHNICAL SKILLS

- **Languages**: JavaScript, HTML, Python
- **Frameworks**: Node JS, Meteor JS, React, Vue, Django, Electron, Express
- **OS**: Windows, Linux, MacOS
- **Version Control**: Git, GitHub
- **Databases**: noSQL, MongoDB, MySQL
- **Other Skills**: CSS, Lint, JQuery, AJAX, Webpack, 3D Blender/Maya, Android

CERTIFICATIONS/TRAINING

- MongoDB 4.0 Certified Developer Associate
- Official MongoDB Training: Security, Cluster Admin, Performance, NodeJS Dev, and Aggregation
- Training for app development, web development and full stack development
- Courses for creativity suites such as Unity, Blender and Maya
- Pyxis Certification (industry specific software/hardware)
- A+ Certified: Strong aptitude towards electronics, technology, servicing, and troubleshooting

KEY SKILLS

- Web app development & maintenance
- 3rd party API integration
- REST API development
- Team collaboration and strategy implementation
- 10+ years experience working in technical field
- Excellent communication and counseling skills and a consistently positive attitude
- Honest, reliable, creative, and adaptable
- Proven reliability as a top performing remote employee for 5+ years

EMPLOYMENT

Apple, Inc.   (05/15 – 04-18)   Telecommute Position
Tier 1&2 Customer Relations (08/17 - 04-18)
- Managed cases requiring judgment in resolving issues, making recommendations, and providing prompt, reliable, and accurate information to customers while maintaining effective communications during telephone conversations by adjusting to the pace and technical level of the customer.
- Ensured total issue resolution in a timely manner, while maintaining the highest level of support quality possible for each individual situation.
- Accomplishments:

- Reached top tier in multiple lines of business from Technical to Customer Relations
- Consistently a top performer in both technical and customer service KPIs

Carefusion   (03/09 – 02/15)   Springfield, Missouri
Field Technician:
- Provided remote and on-site service in order to resolve issues regarding proprietary software and hardware for automated dispensing systems located within hospitals and other facilities.
- Worked independently with hospital and pharmacy personnel, interviewing customers to gather information about problems and leading users through diagnostic procedures to determine source of error or cause of problem.
- Implemented and upgraded new systems and performed reactive/proactive maintenance.
- Logged and tracked all service order activity, maintained history records and related problem documentation, and managed inventory per management policy and procedures.
- Ensured customer satisfaction by responding to inquiries in a timely manner and coordinating customer service needs with other departments as required.

Celtek Systems   (08/08 – 04-10)   Nixa, Missouri
Service Technician:
- Delivered outstanding customer service to end users, assessing needs and training users in effective use of applications and making recommendations regarding hardware and software.
- Provided on-site and in-shop service and support for PCs, laptops, to corporate LANs.
- Documented service and installation actions by completing forms, reports, logs, and records. Maintained an accurate inventory.

LEADERSHIP EXPERIENCE

Apple
- Frequently requested to lead team meetings and cover emerging issues.
- Managed a team responsible for creating internal resources for other teams.
- Coached advisors during their transitions to new jobs roles and followed up to ensure success.
- Created multiple team projects to promote team camaraderie and success.

Carefusion
- Organized installation of new equipment with remote team and onsite pharmacy staff.
- Coordinated software updates/deployments with onsite staff, remote team, and onsite team.

Business Networking International (BNI)
- Participated in recruiting members for a large business networking organization.
- Frequently gave persuasive and engaging presentations to team members.
- Attended leadership trainings with topics including: communication, teamwork, professionalism, conflict resolution, diversity, initiative, etc.

Celtek Systems
- Executed several process improvement initiatives increasing workflow efficiency by 30%.
- Trained employees and clients on procedures for service and repair.

EDUCATION

Ozarks Technical Community College   (2018)   Springfield, Missouri
Associate of Arts Business transfer degree