Christian Malpass

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ABOUT ME
I am from the United States of America, and I have moved to Helsinki, Finland based on family ties. I have a residence permit (Type A) and an unrestricted right to work. I speak English and am currently learning to speak Finnish. I am also an aspiring developer with experience in advanced technical support, team collaboration, and full stack programming languages. I can break down complex problems quickly and work alongside colleagues and clients to help identify and resolve their needs.

Skills
Systems: Windows PC, Linux, Mac OS
Databases: SQL, Mongo DB, My SQL, AWS
Languages: JavaScript, Node, React, PHP, Java, HTML, CSS, Redux, C++, Python
Software: SQL Work Bench, Excel, Google Suite, GitHub, Figma (Prototype WebApp)

EDUCATION
Bachelor of Science in Software Development   Graduated: November2022
Western Governors University | Salt Lake City, UT
- Studies focused on web development technologies, Java and OOP principles, and algorithm analysis.
- Courses included Business of IT-Project Management, Data Structure and Algorithms, Scripting and Programming, and Network and Security – Foundations.

PROJECTS
Personal Projects –*https://christianmalpass.com* | Wilmington NC   January 2018 - present
Built various personal projects to improve skills and to make functional programs to solve real word problems.
- Full stack web application with C#, .NET, and React on the front end. I deployed it to the web on AWS via an EC2 instance and a Docker Container with MySQL database on the backend. (https://helsinkibiking.tech/StationList).
- Built Chrome Extension via JavaScript and published to chrome web store. It automatically sorts chrome user tabs based on custom rules users can set. Currently Has more than 500 users. Is also featured on chrome web store for following best coding practices. (https://bit.ly/autotabgroup)
- Designed tool to solve work related issues. It displays a customized web front end and links to a customizable google sheet link on the back end through Google Sheets API. Allows users to effectively search through and identify acronyms based on a company's department. This makes it easier for bigger company's workers to sort through information. (https://bit.ly/predectivecodesearch)

WORK
PACT (Porting Activation Credit) Tier 2 Agent – *Verizon Wireless* **|** Wilmington, N.C.   February 2018 – July 2023
- Highest tier of technical support in the call center. Handled large business and customer accounts (some worth millions of dollars per year). Assisted with issues that occurred with porting phone numbers from other providers.
- Assisted Store agents by resolving complex system errors quickly and efficiently. Worked with store agents and customers to make sure phone numbers were ported successfully across phone carriers.
- Served as GTS Ambassador to document, notify issues to Operations, and help resolve them.
- Part of an offline team to help colleagues solve advanced system issues requiring specialized knowledge.
- Designed and implemented multiple web apps and tools to make job easier and more efficient.