

Christopher McKenna

Litchfield Park, AZ

Professional Summary

I recently completed web development courses at Estrella Mountain Community College as part of a career change and looking for new opportunities in Web and app development.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Freelance Web Designer/Developer

Freelance/Self Employed-Phoenix, AZ

January 2024 to Present

- Designed and developed responsive websites using HTML5, CSS3, JavaScript, and frameworks like Bootstrap.
- Customized Wix Studio designs and WordPress themes and plugins to meet client specifications and enhance site functionality.
- Implemented SEO best practices and optimized website performance, achieving loading times under 3 seconds.

Exam Proctor

National Testing Network-Phoenix, AZ

October 2022 to Present

- Virtually monitored candidates taking exams to become first responders, ensuring test safety.
- Utilized NTN's online proctor portal to check in in testers.
- Performed basic technical and customer support for candidate issues.

Service Advocate II

Farmers Insurance Group-Phoenix, AZ

May 2019 to February 2021

- Analyzed and resolved intermediate personal lines insurance policy questions for customers.
- Navigated customer accounts and support documentation through Salesforce.
- Continued post-licensing training to stay knowledgeable of current insurance products and regulations.

Insurance Producer

Farmers Insurance Group-Sun City, AZ

August 2018 to April 2019

- Researched and implemented possible marketing solutions to expand the agency's customer base.
- Generated insurance quotes daily from leads sourced from the internet.
- Followed through the sales process, addressing concerns and working with potential clients.
- Handled inbound customer service related to the management of insurance policies.
- Utilized CRM software to track client interactions, manage pipeline activities, and generate reports on sales performance metrics

Fleet Systems Operator

Adecco on behalf of Waymo-Chandler, AZ

May 2017 to May 2018

- Familiarized myself with Waymo's —formerly the Google self-driving car project— proprietary hardware and software to better monitor the health of vehicles.
- Analyzed situations in real-time requiring keen focus and ability to think critically.
- Developed skills in analysis and attention to detail in high-pressure situations.
- Maintained confidentiality concerning my contractor's self-driving vehicles.

Web Development Intern

Etumos-Seattle, WA

August 2015 to October 2015

- Assisted in the development and maintenance of responsive websites using HTML, CSS, and JavaScript
- Participated in code reviews to identify areas for improvement and ensure adherence to coding standards
- Researched emerging web development trends, tools, and techniques to stay up-to-date with industry best practices

PSD Account Resolution Agent

Nationstar Mortgage LLC. Mr. Cooper-Chandler, AZ

August 2013 to August 2014

- Maintained regular contact with customers, often working upwards of 100 accounts daily.
- Collected funds to bring accounts current or worked with borrowers to find the best payment option available.
- Fielded numerous customer service issues daily, diffusing often tense situations.
- Accessed and updated customer accounts using LSAMS and Remedy database software.

Education

Certificate of Completion in Web Development

Estrella Mountain Community College - Goodyear, AZ

January 2022 to May 2023

Bachelor's in Government

The College of William and Mary - Williamsburg, VA

May 2013

Skills

- Administrative experience (3 years)
- React
- User Interface (UI) (6 years)
- Git (4 years)
- Linux (5 years)
- Bootstrap (5 years)
- Adobe Photoshop (5 years)

- Twitter (5 years)
- Full-stack development (2 years)
- Google Suite (9 years)
- Wordpress (5 years)
- Python (3 years)
- Microsoft Access (Less than 1 year)
- Operating Systems (10+ years)
- SEO (Less than 1 year)
- GitHub (5 years)
- Customer Service (10+ years)
- CSS (5 years)
- Back-end development (4 years)
- Commercial Insurance
- Responsive web design (1 year)
- Typing (10+ years)
- Salesforce (Less than 1 year)
- Health Insurance
- Phone etiquette
- MySQL
- Insurance Sales
- Web design (5 years)
- Cash handling
- Web Development (4 years)
- Excel (10+ years)
- Auto Insurance
- Google Docs (10+ years)
- Google Analytics (1 year)
- Communications
- Javascript. (2 years)
- Microsoft Office (5 years)
- Administrative & Business Operations (3 years)
- Inventory control
- ChatGPT (Less than 1 year)
- Windows (10+ years)
- HTML (6 years)
- Life Insurance
- Lua (Less than 1 year)
- Node.js (Less than 1 year)
- Data Entry (5 years)
- HTML5 (8 years)

- Java (Less than 1 year)
- Joomla (1 year)

Links

<https://www.linkedin.com/in/csmckenna>

Certifications and Licenses

Life and Health Insurance License

Property and Casualty Insurance License

Driver's License

Insurance Producer License