

# STEVEN CHEN

## FRONT-END WEB DEVELOPER

### CONTACT



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stevenchen.ca



### PROFILE

Ardent Front-End Web Developer with a passion for creative problem solving. My background in technical support roles have allowed me to hone excellent communication and critical thinking in fast paced environments. I use these skills and strong coding proficient to provide intuitive, inclusive, and accessible solutions.

### TECHNICAL SKILLS



REACT



JavaScript



HTML



CSS



jQuery



SASS



GitHub



Firebase



SQL



Python



Git



REST API

### EDUCATION

#### JUNO COLLEGE OF TECHNOLOGY | 2021

Immersive Web Development Bootcamp  
Accelerated JavaScript  
Part-Time Web Development

#### UNIVERSITY OF WATERLOO | 2014

Bachelors of Science, Honours Psychology  
Minor of Mathematics, Minor of Physics

### PROJECTS

#### BEACHSTAYS | HTML | SCSS | JavaScript

Fully responsive multi-page PSD conversion project. Optimized for mobile, tablet, and desktop screens.

[LIVE](#) [REPO](#)

#### CINEPLUS | HTML | SCSS | JavaScript | REST API

A movie search application for those that cannot decide what to watch. Built with paired programming, requiring excellent communication and teamwork.

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### WORK EXPERIENCE

#### TECHNICAL SUPPORT SPECIALIST

ECOBEE INC. | JULY 2020 - JULY 2021

- Provided support to end-users and technicians through phone, email, chat, and social media channels.
- Logged support cases using ZenDesk, Salesforce, and JIRA for clean and organized structure when searching client issues.
- Achieved and maintained a 98% average monthly Customer Satisfaction Rating across all channels.

#### DATABASE SUPPORT ANALYST

CANADIAN HEALTH SYSTEMS INC. | FEB 2016 - NOV 2019

- Maintained client SQL databases and provided live support to troubleshoot software for minimal clinic disruption.
- Coordinated with provincial health ministries (Ontario, Alberta, British Columbia) to set up laboratory and hospital e-Results systems for hundreds of clients.