

CHRIS SHAW

LENOVO | WEB DEVELOPER

Contact Me:

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EDUCATION

- 2016-2018 *Boston University, Boston, MA*
Master of Science in Computer Information Systems (3.91)
Concentration: Web Application Development
- 2015 *Wake Technical Community College, Raleigh, NC*
Accounting Core Certificate
Graphic Design Certificate
- 2011-2012 *Georgia Southern University, Statesboro, GA*
B.A., General Studies (4.0)
Concentrations: Psychology, Criminal Justice, Religious Studies

GITHUB <https://github.com/shaw64489>

PROFESSIONAL EXPERIENCE

- August 2016 - Present **WEB DEVELOPER**
LENOVO
- Develop worldwide homepage, event, campaign, landing web pages using RWD and UX/UI best practices.
 - Identify system requirements and assist UX & IT teams in strategic systems and features deployment (CMS)
 - Identify bugs, document thoroughly, track and validate changes testing in pre-production environment
 - Author test plans, create and execute test cases
 - Assist in training of Hybris environment, documentation and implementing best practices.
 - Audit product catalog, QA and resolving technical issues
 - Serve as worldwide contact for marketing catalog and system support in e-commerce platform (Hybris)
 - Collaborate with IT team and developers to produce new features/functionalities for e-commerce platform
 - Participate in review of development standards, procedures, tools and processes
- October 2015 - May 2016 **GRAPHIC DESIGN INTERN**
NC DEPT. OF COMMERCE
- Produce dynamic, professional marketing materials to promote tourism, the film industry, economic development, workforce development.
 - Design and produce trade show displays, banners, signs, brochures, invitations, city reports, and logos.
 - Involved in client meetings to ensure branding standards, layout, design, file set-up, and production.

SOFTWARE & PROGRAMMING SKILLS

Adobe CS6

- Photoshop
- Illustrator
- Dreamweaver
- InDesign

Microsoft Office

Other

- HTML/CSS
- HYBRIS
- JIRA
- CONFLUENCE
- JS/JQuery
- Node/Express
- Sass
- Drupal
- React
- Angular

PROFESSIONAL EXPERIENCE CONT.

March 2015 - LIBRARY TECHNICAL ASSISTANT

August 2016 WAKE TECHNICAL COMMUNITY COLLEGE, RALEIGH, NC

- Provide technical and reference support to students, faculty, staff, affiliates and guests.
- Design and update the library's sign-age and displays.
- Utilized the library's computerized system to check out and return books.
- Ordered, processed, and maintained books, periodicals, and new media.
- Assisted students with research assignments and course work.
- Increased accessibility, added new links, databases, and other resources to the schools library guides system.

June 2013 - CLIENT CARE REPRESENTATIVE/MIGRATION TECHNICIAN

July 2014 BLACKBOARD, RALEIGH, NC

- Responded to inbound complex critical and noncritical phone calls, which required applying systems analysis techniques and procedures, including consulting with users.
- Ensured that client data associated with call responses were recorded timely, accurately, and completely using Salesforce.
- Reviewed, followed up, and provided feedback to clients requests.
- Investigated client data issues.
- Tested user issues and escalated as appropriate.
- Monitored and managed ticket queues; processed email queue throughout the day.
- Reviewed and updated migration contracts while working closely with account managers.