

CHRIS MARTINEZ

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GitHub: <https://github.com/cbmartinez42> | Portfolio: <https://cbmartinez42.github.io/cbmartinez-portfolio/>

SUMMARY

Full Stack Software Engineer with a background in management and customer service. Effective at all aspects of the product lifecycle and development with strong leadership and communication skills. Passionate about developing high-quality applications and able to translate ideas into reality. Able to think through backend processes as well as frontend design due to experience with journalism and layout.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, JQuery, React, Python, Typescript

Applications: MySQL, MongoDB, NodeJS, Jira, Confluence, Bamboo, Git, NPM

Soft skills: Problem solving, conflict resolution, creative thinking, high-level communication, planning and time-management, as well as experience motivating and developing teams ranging from 12-18 members

PROJECTS

DoThis | <https://github.com/cbmartinez42/mA-travel-app> | <http://do-this-travel.herokuapp.com/home>

- A full-stack MERN tourism e-commerce application built for two to three user personas
- Acted as Product and Project Manager, lead developer, and performed code QA. Set timetables for product features and assigned tasks to group members
- Utilized Material UI for front-end, JSON Web Tokens for user authentication, PayPal payments and Calendly scheduling

Jenn's Hens | <https://github.com/cbmartinez42/jens-hens-project> | <https://secure-ravine-09245.herokuapp.com/>

- A full-stack e-commerce application for purchasing eggs from a local farm. Application allows admins to perform both product- and user-management, and users are able to place orders and view order history
- Acted as Product and Project Manager, lead developer, and performed code QA. Set timetables for product features and assigned tasks to group members
- Utilized NodeJS, Express Session, MySQL DB, Handlebars template engine with Materialize CSS/JS framework, JavaScript as well as PayPal payment functionality

answer42 Blog | <https://github.com/cbmartinez42/tech-blog> | <https://answer42blog.herokuapp.com/>

- A Hitchhiker's Guide to the Galaxy-themed tech blog. A full stack application featuring user authentication and a MySQL database for persistent data
- Followed MVC design pattern to code both front- and back-end of the application. Handled all aspects of programming as well as design
- Utilized Node, Express Session, MySQL, Handlebars template engine with Materialize CSS/JS framework and JavaScript

EXPERIENCE

**Associate Software Engineer
Lumeris**

2021-2023
St. Louis, MO

Performed portal maintenance and updates for multiple user groups utilizing multiple programmatic languages and tools. Worked with team members to commit to deadlines to complete User Stories and bugfixes

Key Accomplishments:

- Learned Python programming while working to automate building and deployment of portal updates to third-party vendor system utilizing a template engine

**Customer Service Team Leader
Connexions Loyalty Travel Services**

2015-2019
St. Louis, MO

Led and coached a team of up to 18 travel agents. Utilized time management to set coaching schedules and continuation training, as well as problem solving and critical thinking to assist both with customer service as well as technical and system challenges. Exceeded expectations for employee attrition by maintaining a positive, motivating, and inclusive environment. Assisted with executing a large workforce reduction and closure of one of five call centers.

Key Accomplishments:

- Assigned as senior member of the User Acceptance Team for system updates and enhancement. Tested new application updates from a user perspective and provided feedback to Product Managers and Developers by anticipating questions or training needs, as well as ensuring enhancements were user-friendly

**Customer Service Team Leader
Convergys**

2010-2013
Arnold, MO

Led a team of up to 20 agents while performing survey callbacks and resolving customer issues as necessary. Leveraged experience with telecommunications while emphasizing best practices and tool usage throughout three business units within the center during and after the launch of the Technical Support job function.

Key Accomplishments:

- Exceeded target for Client Metrics by an average of 117% attainment to goal
- Demonstrated and trained best practices to new Team Leaders during on-board training

**Commissions Analyst
Qwest Communications (CenturyLink)**

1999-2006
Phoenix, AZ

Worked with stakeholders to identify weaknesses in Digital TV and High-Speed Internet front- and back-end order processes and streamline the program to ensure greater accuracy in order processing, reporting and compensation. Audited vendor program orders utilizing multiple formulas in Excel to validate data exported from legacy terminal applications.

Key Accomplishments:

- Single Point of Contact for Phoenix Coyotes Executive Office VDSL and IPTV, as well as executives' residential home service orders

EDUCATION

Full Stack Developer Certificate: Washington University in St. Louis, St. Louis, MO

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, NodeJS, MySQL, MongoDB, Express, Handelbars.js & ReactJS.