

Christopher Diep

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Full stack web developer with a strong quantitative background. With experience in Rails, Node.js, and React, I build apps and solve problems. My tech support experience involved troubleshooting, reporting bugs, and suggesting features. I look forward to improving apps & delivering features on a team.

TECHNICAL PROJECTS

Flatiron Feelz [React.js/Rails API](#) on GitHub | [Video](#)

A blogging platform to share your feelings by taking a selfie, choosing a spirit dog, writing a blog post, and chatting.
-Used WebRTC API to access the webcam on Google Chrome and then upload the image using the Imgur API
-Maintained a persistent connection for the chatroom feature through Action Cable implementing WebSockets
-Designed Postgres database schema using object-oriented programming and ActiveRecord for associations

Mock Stocks Portfolio App [React.js & Rails API](#) / [Node.js API](#) on GitHub | [Video](#)

A web app for creating an account and buying stocks with your \$5000 worth of play money. Invest wisely!
-Implemented RESTful API in both Rails and Node.js (using Express and Sequelize)
-Made AJAX requests to IEX API to get stock prices for transactions and portfolio data

PlaceMe [Ruby on Rails](#) on GitHub | [Video](#)

A social network bringing people together based on hometowns, places lived, places traveled, and dream destinations.
-Designed with the MVC pattern to build the Ruby on Rails application
-Used CRUD for user accounts, comments, users' cities, and authentication through sessions
-Seeded the database with city data found in the JSON response from the Teleport API

TECHNICAL SKILLS

SQL, ORM (Active Record & Sequelize), Ruby, Rails, JavaScript, React, Express, Node.js, HTML, CSS, Git, JSON

EMPLOYMENT HISTORY

Freelance with OpenInvite

Software Engineer

New York, NY
11/2018 – 12/2018

- Led the completion of user account creation feature in existing codebase (Node.js)
- Handed off transition to new team so that the product can be ready for app launch

Solutionreach

Technical Support Representative, Tier 2

Client Success Representative

Lehi, UT
12/2015 – 12/2017
9/2015 – 11/2015

- Surpassed last quarter department CSAT goal with my CSAT of 95.56% (goal: CSAT > 92%)
- Exceeded last quarter department NPS goal with my NPS of 77.78% (goal: transactional NPS > 68%)
- Escalated bugs with the platform or the database integration software to engineering team through JIRA
- Closed the most support cases in a 1-month period for a competition among the team

Summit Nutritional Laboratories

Laboratory Technician

Spanish Fork, UT
2/2015 – 7/2015

- Troubleshot lab equipment, e.g. colorimeter, to see why it did not respond to the software
- Trained 3 new employees on LIMS software for adding information to the database

EDUCATION

Flatiron School

Full Stack Web Development immersive program in: Ruby on Rails, JavaScript, and React

Brigham Young University

Bachelor of Arts Chemistry (GPA 3.36)

New York, NY
5/2018
Provo, UT
4/2012