C/P

Christopher Porter

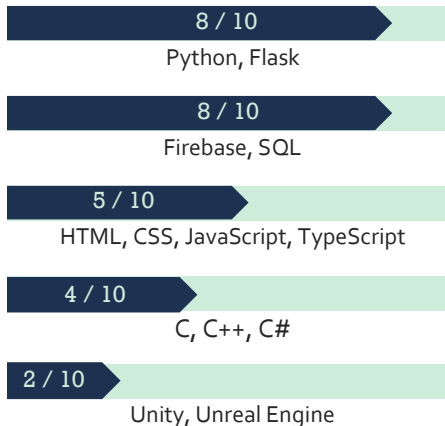S o f t w a r e   D e v e l o p e r   &   D a t a   A n a l y s t

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ABOUT ME

It is my belief that end-user focused design, which truly enriches the client experience, directly corresponds to the success of my applications.

Through a few personal projects, such as *TheSquad*, I've grown proficient in a number of skills. Looking forward, I'm eager to become proficient in all development disciplines while maintaining a focus on data and gameplay for my desired future career path - Video Game Analytics and Development

SKILLS

8 / 10
Python, Flask

8 / 10
Firebase, SQL

5 / 10
HTML, CSS, JavaScript, TypeScript

4 / 10
C, C++, C#

2 / 10
Unity, Unreal Engine

EDUCATION

B.S. Computer Science
University of Arkansas Grantham
October 2019 - March 2023

Microbiology/Computer Science
University of California San Diego
October 2014 - May 2019

Certified iOS Repair Technician
Geek Squad - Apple Service Fundamentals
October 2019 - Present

EXPERIENCE

Geek Squad - Consultation Agent Apple Pro
Best Buy Stores | Retail, In-Store | June '22 – May '24

Primary point of communication, inventory management, and conflict resolution between Apple's repair systems and our precinct.

- Facilitated education regarding these systems with new agents.
- Firmly communicate repair timeframe expectations with repair agents.
- Handle quarterly counts & fulfill inventory pullback requests; minimize financial impact on the store due to missing or mismanaged product.

Geek Squad - Consultation Agent
Best Buy Stores | Retail, In-Store | October '19 - June '22

Primary point of consultation with a client; troubleshoot and derive the precise issue, complete post-repair demonstration of services completed, and offer education and solutions to prevent future complications.

- Used de-escalation tactics, conflict resolution tools, and general experience to prevent current and future client frustration.
- Developed client tailored recommendations for new hardware; worked with sales team to help achieve business goals by finalizing sales and promoting customer satisfaction.

Computer Sales and Consultation
UCSD Computer Store | University of California, San Diego | October '15 - December '18

Main store consultant for students, staff, and campus professors on their hardware/software issues and needs.

- Required in-depth computer product knowledge and confidence.
- Store representative guide for deducing precise client needs.