STEVEN CHEN

FRONT-END WEB DEVELOPER

CONTACT

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PROFILE

Dedicated 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 proficiency 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.

LIVE   REPO

ROUTINELY | HTML | SCSS | React | Firebase

A routine and habit tracking app to keep users accountable to their daily and weekly goals. Built with React and Firebase to store and reference user data.

LIVE   REPO

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 sustaining organization and promoting effective resolution of 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.