

CHARLIE CHRISMAN

SKILLS

Languages			Frameworks			Databases	Technologies	
HTML5	JavaScript	Java	Node.js	Ionic	Ruby on Rails	PostgreSQL	AJAX	AWS
CSS3	Python	C#	Express	Meteor	Flask	Redis	Heroku	GitHub/Git
PHP	Ruby	Chinese	AngularJS	React		MongoDB	Mailgun	Rest APIs

WORK EXPERIENCE

- Sales Engineer** (Plivo) *San Francisco, CA* August 2015 – November 2016
- Educate potential customers about Plivo's service, show demos of product functionality, and answer questions to assist SDRs and AEs with selling Plivo's service
 - Onboard new customers by consulting about application design and product requirements, providing relevant documentation and code samples, debugging customer code, and troubleshooting problems
 - Monitor support interactions for high value or strategic customers and coordinate responses from the support, product, engineering, and devops teams to quickly and efficiently resolve any issues
 - Develop and maintain website documentation, helper libraries, and sample code
 - Developed new Salesforce helper library for using Plivo's service within Salesforce
 - Managed and led several extra projects: Salesforce and Marketo migration, Somos RespOrg establishment, new toll free SMS carrier onboarding and subsequent product roll out
- Energy Analyst** (Gridium) *San Francisco, CA* December 2014 – Current
- Full Stack Web Developer** (General Assembly) *San Francisco, CA* April 2015 – July 2015
Attended an intensive, 12-week course in full-stack web development studying JavaScript and Ruby on Rails. Projects:
- Ionic E-Commerce - a hybrid web/iOS/Android front-end client to an e-commerce store. Technologies: JavaScript, AngularJS, Ionic Framework, Ruby on Rails, PostgreSQL, Amazon S3, Heroku
 - Pet.id - a website to connect owners of lost pets and the general public who found a lost pet but doesn't know how to contact the owner. Technologies: Ruby on Rails, PostgreSQL, JavaScript, Bootstrap, Mandrill, Amazon S3, Heroku
 - CatchPhrase.ly - a flashcards study web app using spaced repetition techniques, useful for learning a large quantity of vocabulary quickly and efficiently. Technologies: JavaScript, jQuery, Express, Node.js, Mongo DB
- Executive Director** (Chrisman Holdings) *Beijing, China* October 2011 – March 2013
Provided IT services for expatriate small businesses and individuals; Redesigned client websites; Designed and implemented technical fixes for clients' website/blog; Managed MySQL administration and backups during patches to ensure data consistency and site availability.
- China Liaison** (Revstone Industries) *Beijing, China* December 2009 – July 2011
- Owner** (Han Business Consulting) *Beijing, China* August 2008 – June 2009
- Partner** (Elmer Holdings) *Beijing, China* January 2007 – July 2008
- Technology Consultant** (Self-employed) *Lexington, Kentucky* June 2001 – August 2006
Provided IT services for residential and SME customers including networking, Windows/Unix server administration and Unix workstation and Windows desktop troubleshooting and repair.
- Director of Business Development** (Intelliwire) *Lexington, Kentucky* August 2001 – April 2002
Designed and implemented infrastructure for a new Internet Service Provider; Supported system development and administration.
- Assistant Network Administrator** (iHigh.com) *Lexington, Kentucky* October 1999 – August 2001
Managed network for start-up business; Programmed routers, switches, and servers in the local office; Sole technical support engineer for 2001 College World Series online score reporting system.

EDUCATION

General Assembly	Web Development Immersive	<i>San Francisco, CA</i>	April 2015 – July 2015
Beijing Language & Culture University	Chinese Language	<i>Beijing, China</i>	August 2006 – January 2007
University of Kentucky	Bachelor of Arts - Economics	<i>Lexington, KY</i>	August 2001 – May 2006
Fudan University	Chinese Language	<i>Shanghai, China</i>	August 2004 – July 2005