

CHRIS MECHLER

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SUMMARY

Highly motivated technical specialist experienced in software development and client interaction, demonstrating the ability to work in cross-disciplinary teams to execute growth-driven projects.

PROFESSIONAL EXPERIENCE

MERUSCASE; OAKLAND, CA (Cloud-based legal software with 3000+ users) **(2016 – Present)**

Technical Support and Training Specialist

- Documented, tested, and performed manual QA for software issues across operating systems and platforms in collaboration with an engineering team operating on a strict bimonthly release schedule
- Led multi-day training workshops for large clients (remote and in-person) with a 99% software adoption rate
- Improved front-end design on mobile and desktop devices using JavaScript, HTML, CSS, and GitHub versioning
- Designed in-depth product documentation intended for a user base with a wide range of technical experience
- Wrote and implemented technical documentation for a REST API for use by third-party developers
- Directed client onboarding and data migration from enterprise platforms and in-house software solutions
- Compiled and analyzed records from a MySQL database to identify usage patterns and drive product updates

UNIVERSITY OF CONNECTICUT, SCHOOL OF BUSINESS; MANSFIELD CT **(2012 – 2015)**

Senior IT Technician

- Supported a department of 100+ faculty and staff with software and hardware issues
- Managed team of junior technicians and implemented training programs that improved average resolution time

NATIONAL INST. FOR THE CLINICAL APPLICATION OF BEHAVIORAL MEDICINE; MANSFIELD, CT **(2013 – 2014)**

Computer Science Intern

- Designed and published responsive web pages using PHP, JavaScript, HTML, and CSS for use on multiple platforms and mobile devices
- Managed MySQL database of crucial client information

IBM; SOUTHBURY, CT **(2013, Summer)**

CIO Intern

- Created scripts, simulations, and training courses for processes used by global employees
- Effectively communicated with project leads and coworkers across the country
- Independently managed assignments over the duration of the internship

EDUCATION

UNIVERSITY OF CONNECTICUT, SCHOOL OF ENGINEERING; STORRS, CT

Bachelor of Science (September 2015)

Major: Computer Science / Minor: Mathematics

Senior Design Project: Mass-Mailing System

SKILLS

Programming Languages: **Java, Python, C++** | Database Design and Schema: **MySQL**
Web Design: **JavaScript, PHP, HTML, CSS** | Environments: **Windows, Linux, MacOS**