CHRISTOPHER MAGNUSON

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Summary

Support Engineer and veteran of the United States Marine Corps with two years of experience enhancing software tool efficiency and support processes. Successfully resolved over 300 quarterly support tickets, developed new tools and improved workflow efficiency by 20%, and optimized software deployment times. Experienced in Python, JavaScript, C++, C#, .NET, Unreal Engine, AWS, and GitHub. I am eager to leverage my technical expertise and problem-solving skills to contribute to meaningful projects as a Software Engineer or Software Support Engineer. I am also testing for my Security + exam in two weeks.

EDUCATION

California State University - San Bernardino, San Bernardino, CA   **[August 2017 - August 2021]**
Bachelor's Degree, Computer Science
- **Relevant Coursework:** Machine Learning, Algorithm Analysis, Data Structures, Operating Systems, Software Engineering, Web Development, Circuit Design.

Skills

- **Proficient:** C++, C#, Python, Django, Flask, .Net, SQL, Javascript, Jira, Unit Testing
- **Familiar:** Node. JS, CSS, HTML, React, Java, Angular, Selenium, GIS, Docker, Kubernetes, AWS, Azure

EXPERIENCE

Support Engineer|Jr. Support TD, The Third Floor Visualization Inc, Remote   **[June 2022 - April 2024]**

- Successfully resolved over 300 support tickets quarterly, involving our internal software tools, improving resolution efficiency by 30%.
- Developed and implemented new internal tools and deployed bug fixes for existing tools using Python and JavaScript, which enhanced our artists' workflow efficiency by approximately 20%, saving an average of 5 hours per project.
- Modernized release testing and branch testing for ongoing software development projects written in Python and JavaScript, reducing software deployment times by 25% and increasing testing coverage by 40%.
- Consistently met deadlines with a 95% on-time completion rate for assigned Software Development tasks, contributing to a 15% increase in team productivity.
- **Leveraged Knowledge:** Problem Solving, Troubleshooting, C++, Python, JavaScript, JSON, Unreal Engine, Github, Atlassian, Jira, AWS

FC1|Process Guide, Amazon Logistics , Rialto, CA   **[July 2020 - June 2022]**
- Responsible for ensuring that shipments are loaded and dispatched on time, achieving a 95% on-time departure rate over a 12-month period.
- Managed a team of 7-8 associates, maintaining optimal productivity levels and adherence to schedules, which resulted in a 15% increase in team output and consistently met daily operational targets.
- **Leveraged Knowledge:** Leadership, Problem Solving, Compassion, Communication

Software Developer |Student Assistant - CSUSB - Academic Technologies and Innovation [November 2018 - December 2019]
- Developed virtual and augmented reality applications using Unity and Unreal game engines, resulting in the completion of at least 3 educational applications per year for various departments at CSUSB.
- Developed a responsive system that accurately output reactions from a simulated patient based on keyword recognition, achieving a 95% accuracy rate in keyword detection and response relevancy for student nurse training scenarios.
- Researched technologies and API services for educational simulations, identifying and integrating at least 5 new tools or services annually that enhance the learning experience.
- Created unit-tested, reusable tools for multiple Unity projects, increasing development efficiency by reducing code redundancy and setup time by 30% across projects.
- **Leveraged Knowledge:** C#, C++, Unity, Unreal, JSON, JavaScript

Traffic Management Specialist - United States Marine Corps
- Responsible for preparing hazardous materials for shipment to units on Camp Lejeune and other nearby military installations, successfully handling over 500 hazardous shipments annually without safety incidents.
- Kept track of and delivered military equipment, including sensitive and restricted items, ensuring the safe delivery of all items, achieving a 99% accuracy rate in inventory tracking and a 100% success rate in secure delivery.
- Promoted to Corporal after two years of service and received an honorable discharge after four years of service.

ACTIVITIES & INTERESTS
- Contributed to the Computer Science and Engineering club and helped a friend start the Women in Engineering club on campus as the Club Secretary for both clubs.

- Passionate about helping others learn development and an active participant in several Discords from software developers and individuals looking to break into the field.