

# Chris Scavongelli



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## I've used my proficiency in:

PHP Swift, Obj-C  
NodeJS / JS React / RN  
Ruby on Rails APIs  
HTML / CSS VBA, AppsScript  
MySQL Bash, AppleScript  
PostgreSQL Prog. Web Apps  
Tableau Sketch, Flinto

## ...and integrated with:

Trello PayPal  
Gmail Zendesk  
Excel, GSheets Google Maps  
Plaid (FinTech) Leaflet / OSM  
Eventbrite YouTube  
OMDB WordPress  
Enterprise Apps

## ...to build dozens of tech solutions:

- Custom ticket reporting systems, allowing employees across departments to view real time ticket data.
- Monitor real-time key metrics across departments.
- Automate routine time-consuming tasks.

+ more (larger ones listed below)

## EXPERIENCE

I'm a customer-oriented technologist, helping teams with all aspects of customer service and product development. I have experience managing customer communication in tools such as Zendesk and HelpScout; developing custom code or product solutions for clients; and building internal tools for teams that enhance software such as Asana, Zendesk, HubSpot, Tableau, and Excel.



### Internal Tools Dev, Tech Support

3Play Media | Boston, MA (Remote)

September 2018 - Present

[3playmedia.com](http://3playmedia.com)

- Implemented the first detailed reporting initiatives for various departments — first via Tableau, then via custom in-app (Ruby on Rails) live reporting, integrating Google Charts and APIs for critical external services.
- Developed several efficiency tools, such as (1) a portal that uses Zendesk's API to quickly find & replace text or images in Knowledge Base articles that need to be updated after a product change; (2) Auto-adding private comments to Zendesk tickets with internal customer info that's helpful to the support agent.



### Training/Scripting Specialist

London Computer Systems | Cincinnati, OH

November 2017 - August 2018

[LCS.com](http://LCS.com)

- Provided paying customers with custom reports and other scripted solutions.
- Promoted after 5 months to take on responsibility of internal & external training.
- Built applications for performance analysis, internal training, and a custom CRM for Sales/AM teams.



### Leasing Manager

The Commons | Oxford, OH

Spring 2016 - August 2017

[oxfordcommons.com](http://oxfordcommons.com)

- Oversaw leasing, financials, and all hiring/training at this student housing complex of over 400 units.
- Took our office from pen & paper to the cloud by creating a web portal for information/task management.

## PORTFOLIO

For more info,  
check out my website:

[aguynamedchris.com](http://aguynamedchris.com)

By night, I'm an entrepreneur, full-stack developer, and data geek. I build applications of all shapes & sizes — some have grown into revenue-generating businesses, some are just for fun. Recent projects include Airframe, a bookmarking app for iOS and Android; Grapevine Network, a virtual event platform that saw much success during COVID-19; and WordleWithMe, a multiplayer Wordle spin-off that my friends are now addicted to.



### Founder, Lead Developer

Airframe | Tampa, FL

August 2022 - Present

[airframe.cloud](http://airframe.cloud)

- Built this app to let users save things from any app and find it later. Websites, YouTube videos, Reddit posts, articles, recipes, Netflix shows you want to watch, a photo of a bottle of wine you like — anything!



### Founder, Lead Developer

Grapevine Network | Boston, MA

March 2020 - December 2021

[grapevine.today](http://grapevine.today)

- Built this virtual event platform when COVID-19 forced me to cancel my in-person Co-Founder Matching event. We had an exciting run, with revenue of \$1000+/month and 100's of events hosted last year.

## EDUCATION



Miami University of Ohio | Bachelor of Arts  
Entrepreneurship & Computer Science

Fall 2012 - Spring 2016



[aguynamedchris.com](http://aguynamedchris.com)



[linkedin.com/in/cscav](https://www.linkedin.com/in/cscav)