

CHRIS COTTER

WEB DEVELOPER | NETWORK ENGINEER | TECH ENTHUSIAST

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References available on request

With over 7 years of experience in the IT industry, I'm a motivated engineer who thrives in a solution focused profession. I have an extensive background in IT working with small and medium enterprise clients at retail and wholesale levels.

SKILLED WITH

FULL STACK DEVELOPMENT

- React & React Native
- Javascript
- Ruby on rails
- HTML/CSS
- PostgreSQL
- Express/Node.js
- REST and GraphQL APIs

IT NETWORKING

- Router and switch configuration.
- Layer 2/3 Routing and switching
- Systems and network fault management.
- Linux and MySQL administration.
- SIP/VoIP packet capture analysis for call flow and RTP media fault fixing.
- DNS, email and apache PHP hosting administration.

EDUCATION

2021

**Diploma of IT
Full Stack Development**
Coder Academy

2013

Cisco CCNA
AMES IT

EXPERIENCE

2018 - 2020

Junior NOC Engineer

2Talk NZ

- Administered network and system operations for internet and voice services using in-house and open-source Linux technology such as Asterisk, Exim, Linphone and Big Blue Button.
- Built automation scripts in Perl and Bash to ease manual work.
- Developed a small productivity app in PHP for capturing phone call faults for the front desk.

2017 - 2018

Network Service Technician

Vocus Communications

- Managed network faults for premium internet and phone services to high profile clients.
- Deployed technical configuration for onboarding new clients.
- Provided direct phone service for faults and technical assistance to IT managers.

2015 - 2017

Business Tech Support

CallPlus Internet

- Provided technical support for the small-medium enterprise level helpdesk.
- Managed faults for internet, domain and phone services to vendors and committed to service level agreements.

2013 - 2015

Hosting Tech Support

Orcon Internet

- Provided direct phone and technical support for a range of website hosting brands under Orcon.
- Helped re-design the new website for kiwiwebhost.co.nz

2012 - 2013

Field Technician

Vivid Networks