

Christopher Matthew Garvin
1710 McAlester Street
Columbia, MO 65201

(573) 499-0368
work@garvinggarvin.com
<http://garvinggarvin.com>

SKILLS

Web Technologies	HTML, JavaScript, Dreamweaver, Flash MX, ActionScript, Java Servlets, Java Server Pages (JSP)	2-13 years experience
Languages	C, C++, Perl, Java, PHP, Cobol, Assembly, Python	2-11 years experience
Server Technologies	Apache 1.3+, Tomcat 4.0 (Catalina)	2-8 years experience
Operating Systems	All Windows versions, various flavors of Linux and UNIX, Mac	10+ years experience

TECHNICAL EXPERIENCE

MBS Textbook Exchange, Inc., Columbia, MO

eCommerce Quality Assurance Tester, August 2006 - present.

Test subsystems of an online college bookstore e-commerce content management system in a multiple-platform environment. Participate in requirements specification and use case definition of new and evolving projects. Author and maintain test plans, cases, data and scripts. Perform and document results of test cases using a variety of tools. Identify, measure, and track defects throughout development. Monitor and manage aspects of IIS and SQL servers.

Point-of-Sale Customer Service Representative, July 2005 - August 2006.

Setup and support of IBM and other hardware, including new and legacy xSeries controllers, iSeries AS400's, registers, operating system, software and peripherals. Troubleshooting common configuration, network, and data maintenance issues. Support in-house and third party point-of-sale, inventory, financial aid, and credit software. Log and monitor issues using an integrated HelpDesk.

Origin Systems, Austin, TX

In-Game Technical Support, September 1997 – January 1998.

In-game customer assistance as a "Game Master" character. Answer user questions. Investigate, log, and report bugs. Monitor game and the chat rooms and websites devoted to it. Make detailed reports of the types of service calls, their resolutions, how many of each type, make suggestions for programming unit, and report on the latest hacks.

University of Missouri - Columbia

Student Assistant Technical, Fall 2001.

Ensure the proper functioning of Silicon Graphics and PC desktops, some light troubleshooting of same. Call in and log larger and/or ongoing issues. Assist users with issues logging in, software, hardware and peripheral problems, data access, lost data, and programming.

OTHER EXPERIENCE

United Parcel Service

International Auditor, August 2004 – present.

Enforce compliance with international shipping practices. Verify proper documentation and necessary information. Make daily beginning- and end-of-day reports tracking past shipments. Heavy and fast-paced data entry on proprietary mainframe system. Contacting customers to request documentation and follow-up of same.

Ernie's Steakhouse

Waiter, 1995-1997, 2000, July 2004 - present.

Full customer service, light drink and food prep, money handling, register work, heavy cleaning and stocking, making end-of-day deposits.

Loader / Pickoff, September 1999 – August 2004.

Imo's Pizza

Assistant Manager, October 1993 – August 1995.

Open and close store, heavy food prep, make schedule, take and make orders, resolve customer complaints, call in advertisements, process deliveries, assist drivers when necessary, count down drawers, make and drop off deposits.

EDUCATION

University Of Missouri – Columbia, January 1998 – December 2004.

Degree sought: BA in Computer Science (108 hours completed.)

Parkway South Senior High School, Manchester, MO. Class of '90.

HONORS / AWARDS

UPS

Loader of the Month, November 2003.

Pickoff of the Month, March 2004.

University of Missouri - Columbia

Dean's List, 2000 Winter semester.

Ernie's Steakhouse:

Employee of the Month, August 1997.

ACTIVITIES

United Parcel Service

E.R.I. Committee member, 1998-2003.

- Acted as liaison between employees and management.
- Helped initiate Employee of the Month program.
- Spearheaded the movement to get fans for all work areas.

University of Missouri - Columbia

KCOU Disk Jockey, November 1993 – August 1995.

Parkway South Senior High School

- German Club, 1988-1990.
- Adopt-a-Road program, 1988-1990.
- Track and Field, 1988-1990.

References provided upon request.