Chris Prochnow

Customer Success Engineer
Berkeley, CA
909-374-4454

www.chrisprochnow.com | GitHub

Skills

- JavaScript, Ruby/Rails
- VueJS, reactJS, HTML5/CSS3, SASS
- jQuery, Express, JSON, AJAX
- MongoDB, PostgreSQL, Node
- Git/Github, terminal/bash
- Documentation creation & management
- Customer-facing communication and support
- Public speaking and advocacy

Education

Pitzer College

B.A in Organizational Studies 2006

Hobbies

- Avid trail-runner and swimmer
- Experimental beer brewer
- Learning new web tech
- Cooking new foods
- DIY woodworking projects
- Gardening
- Planning camping trips
- Climbing and bouldering
- Building API features
- Road trips

Contact

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Work Products and Projects

Kloudless Postman Collection

Postman is an API development tool that enables teams to quickly create, test, document, and share API endpoints as Collections. The Kloudless Collection documents the API, and allows developers to quickly test and integrate the Kloudless Unified API into their product, quickly gaining access to many different cloud services.

Kloudless Docs Update and Guides

Continually updated and maintained Kloudless docs, and helped move docs to a more modern theming system. Also created Introductory user guides sections to facilitate customer usage and self-service.

P.O.D. | Live | Code

Points of Disinterest won the TomTom City Travel Guide prize at SF Dev Week 2018! A static site integrating TomTom's SDK to map out optimized travel routes based on users choices. Uses VueJS.

Experience

Kloudless

Customer Success Engineer | March 2018 - Present
- Provide technical support for customers and triage issue severity
- Improve documentation and create user guide materials in a more modern theming system (vuepress)
- Represent Kloudless at developer community events, showcasing useful toolsets and usage

General Assembly

Web Development Immersive Program | January - April 2017
- Full time immersive program where I developed skills by building web applications, from frontend to backend
- Collaborated with UX designers on projects, incorporating feedback to improve user experience
- Worked in small groups using agile development practices and coordinated version control via Git/GitHub

Linde Group Computer Support

Office Administrator & Logistical Coordinator | July 2013 - May 2016
- Day-to-day management of office needs (answering calls for information, accounting, etc)
- Procurement and support of client and team hardware and support services for 30 person team