

CHRIS GOMEZ

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Data Analyst and Engineer with 5 years of start-up experience wearing many different hats. Highly passionate about learning and finding better ways to solve problems while identifying areas of improvement in current processes.

AREAS OF EXPERTISE

- Data Reporting & Analysis
 - Fraud Investigation
 - Process Mapping & Audit
 - Technical Documentation
 - Microsoft Office
 - Team Development
 - Customer Service
 - Central Operations
 - Start-Up Growth
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PROFESSIONAL EXPERIENCE

Quality Improvement Specialist

June 2017 – June 2022

Eaze - California's largest legal cannabis marketplace for delivery

San Francisco, CA

- Designed and executed data reporting and analysis strategies for approximately \$100,000 in daily sales, utilizing Mode Analytics, Excel, and Google Sheets to drive informed product decisions.
 - Led internal and external investigations and audits to identify and document evidence of potential fraud, abuse, or criminal activity, implementing strategic changes and methodologies to enhance the organization's future incident response capabilities.
 - Conducted thorough research and analysis of product sales and customer account data, developing a Google Sheets dashboard to track, visualize, and report on key trends and anomalies.
 - Enhanced the Customer Service team's efficiency by developing and refining processes and procedures, overhauling all standard operating procedures (SOP) documentation, and establishing an internal wiki tool for centralized access to information, with monthly audits to ensure relevance and accuracy.
 - Developed monthly presentations for the Finance team, detailing customer service expenses and the budget control strategies employed by my team to ensure fiscal responsibility and efficiency.
 - Established a tagging system for inbound inquiries and issues to quantify business breakdowns, enabling detailed reporting on resolution-related expenses for use in post-mortem analysis meetings.
 - Produced monthly reports for brand partners using Microsoft Office, ensuring data integrity by cleaning product information and managing individual dashboards for each brand and product line. Delivered detailed monthly analyses to stakeholders, encompassing brand and product performance, with an in-depth examination of customer complaints and their underlying causes.
 - Formulated detailed business cases and proposals, providing key analyses and strategies for management consideration.
 - Coordinated the recruitment, training, and onboarding of new Quality Improvement team members.
 - Managed patient care-related communications, including emails, phone calls, and other social media inquiries, ensuring HIPAA compliance for medical deliveries, and maintaining a customer satisfaction rating exceeding 98%.
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TOOLS & TECHNOLOGIES

Relational Databases | Microsoft Excel & PowerPoint | Google Sheets | Mode Analytics | Zendesk | Asana | Airtable | SQL | Sift Science | FullStory | JavaScript | PostgreSQL | Python | Flask

Projects

Flask + React/Redux:

Petsy · [GitHub](#) · [Live Link](#) · An Etsy-inspired clone:

- Managed source control within the development team by adopting **Trunk Based Development**, enhancing collaborative efficiency and code integration.
- Employed **JSX** within React to define UI components, effectively manipulating the Virtual DOM for optimized rendering performance.
- Utilized **React Redux** for state management, designing a comprehensive store and associated actions to maintain a predictable application state.
- Architected and implemented a backend infrastructure using **Flask** and **SQLAlchemy**, (including User, Review, CartItem, Product, Order, Favorite, OrderItem, and ProductImage) to underpin an e-commerce platform's core functionalities.
- Crafted **RESTful** endpoints to manage orders, products, user accounts, and related items, enabling operations such as order processing, product reviews, and user favorites management.

Ripaw · [GitHub](#) · [Live Link](#) · A banking app utilizing websockets.

- Added instant messaging functionality using **Socket.io**, enabling real-time user interactions and dynamic communication features.
- Implemented database design and migrations using **SQLAlchemy**, with **SQLite3** for local development and **PostgreSQL** in production, overcoming challenges associated with adapting code across different database environments.
- Crafted custom **CSS** in conjunction with **JSX** for dynamic content rendering, significantly enhancing the application's user interface and overall user experience.
- Engineered a comprehensive account and transaction management system using **Flask**, integrating **Flask-Login** for authentication, and **Flask-WTF** for form handling

Education

Nov 2022 - Dec 2023

App Academy - Full Stack Engineering Program

References

William Barthe

(Eaze - Previous CS Manager)

(909) 262 - 6409

Shannon Overton

(Eaze - Previous Trust & Safety Manager)

(619) 717 - 1442

Javier Segura

(Eaze - Current Director of CS)

(619) 616 - 6554