

Chris Batt

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Software Engineer

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Summary

Experienced full stack developer specializing in web solutions

Work experience

Product Manager | October 2021 - Present

Finalsite, CT

- **Skills:** Jira, Confluence, Miro, Aha!
- Work closely with developers and engineers to design, spec, and build products, and write technical documentation.
- Define and prioritize product requirements and roadmaps based on customer and market feedback.
- Collaborate with cross-functional teams (e.g. design, engineering, deployment, support) to develop and launch new products and features.

Site Reliability Engineer | July 2020 – October 2021

Finalsite, CT

- **Skills:** GCP, Firebase, Gitlab, CI/CD, Cloudflare
- Monitored and maintained the reliability and performance of Finalsite's systems and infrastructure.
- Implemented and managed monitoring and alerting systems to proactively identify and address issues before they impacted clients.
- Conducted root cause analysis on incidents and outages, and developed strategies to prevent them from recurring.

Site Launch Coordinator | April 2018 – July 2020

Finalsite, CT

- **Skills:** Apps Script, REST, DNS
- Managed the launch process for new client websites, including coordinating with internal teams and external stakeholders.
- Provided ongoing support to clients during the launch process, responding to questions and resolving issues in a timely manner.
- Built and managed several custom scripts and tools to automate operations.

Support Analyst | March 2015 – Apr 2018

Finalsite, CT

- **Skills:** CSS, JS, Drupal, SQL
- Provided advanced technical support to clients via phone, email, and the company's ticketing system.
- Identified and reported several bugs in Finalsite's products, contributing to their resolution in subsequent releases.
- Designed a custom web app in Drupal to track and support client launches.

Education

Bachelor of Arts (BA) Mathematics
Central Connecticut State University, CT