Christian Gingrich

Client Services Associate

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📍 Melissa, TX

SUMMARY

Analytical Technical Support professional and IT student with a strong foundation in web technologies and enterprise-level troubleshooting. Proven track record in resolving complex software malfunctions and authentication issues while delivering world-class customer outcomes. Adept at reproducing technical issues in internal environments and documenting diagnostic details for engineering teams.

EXPERIENCE

Assistant Manager   06/2025 - Present
QuikTrip

- Manage complex shift operations requiring high levels of organization and attention to detail.
- Serve as the primary escalation point for customer inquiries, maintaining professional communication under pressure.
- Lead and develop a team, fostering a collaborative environment conducive to team development and high performance.
- Exercise independent decision-making to maintain service quality during peak hours and emergency shifts.
- Adapt quickly to changing priorities and maintaining self-motivation and a focus on critical thinking to solve real-time logistical challenges.
- Coordinate with internal teams to streamline processes and meet strict performance expectations.

Web Developer   10/2019 - Present
Independent Contractor ↗

- Utilize the Visual Studio Code Debug console to address code issues and optimize platform performance.
- Build and enhance user experience through responsive design using HTML, CSS, JavaScript, React, and MySQL.
- Implement HTTPS protocols and security best practices to ensure secure, reliable site access.
- Analyze platform performance using Google Search Console to identify and resolve technical roadblocks.

Help Desk   09/2021 - 01/2022
ClosingCorp

- Provided technical support to enterprise-level users, diagnosing issues related to software, hardware, and network connectivity.
- Resolved critical SSO, password reset, and proxy access issues for internal and external clients.
- Employed advanced troubleshooting techniques including browser console log analysis and issue reproduction to identify root causes.
- Conducted deep-dive research using online knowledge bases and internal resources to provide validated fixes for software malfunctions

Catering Supervisor/Manager   10/2013 - 01/2020
Corner Bakery Cafe

- Maintained a customer-centric approach for high-value clients, ensuring satisfaction through clear and professional communication.
- Collaborated across departments to ensure accurate information flow and meet tight deadlines.
- Handled complex billing and order inquiries, demonstrating excellent telephone etiquette and written communication skills.

EDUCATION

Information Technology   05/2027
Illinois Institute of Technology - Bachelor of Science

- GPA: 3.5

CERTIFICATES

250hrs in Web Development Methodologies
University of California San Diego Extension

SKILLS

Skill	Level	Skill	Level
Enterprise Customer Service	Advanced	Conflict Resolution	Advanced
Documentation	Advanced	Data Entry	Advanced
SSO/Authentication	Advanced	Auditing	Advanced
Browser Developer Tools	Advanced	Professional Email Correspondence	Advanced
Social Media Platforms (Engagement & Management)	Advanced	Outlook	Advanced
Conflict De-escalation	Advanced	Teams	Advanced
Phone Etiquette	Advanced	Microsoft Suite	Expert
Social Media Engagement	Advanced	Technical Troubleshooting	Advanced
Technical Troubleshooting	Advanced	Problem-Solving	Advanced
Debugging	Advanced	Excellent Customer Service	Expert
Tier 2 Escalations	Advanced	Attention to Detail	Advanced
Professional Written & Verbal Communication	Advanced	Adaptability	Expert
		IT Support	Advanced
High-Volume Time Management	Advanced	Critical Thinking	Expert
		Resourceful	Expert
Client Relationship Management	Advanced	Empathic	Expert
Communication	Expert	Time Management	Expert