

Christopher Spradlin

IT Professional | Full-Stack Developer

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Summary

IT Professional and Full-Stack Developer with 20+ years of experience designing, developing, and supporting enterprise technology solutions across cloud, hybrid, and on-premises environments. Skilled in full-stack application development, systems administration, infrastructure management, automation, and technical support, with expertise spanning Windows Server, Microsoft 365, Azure, Active Directory, PowerShell, SQL, JavaScript, React, Node.js, PHP, and more. Proven ability to build scalable applications, streamline business processes through automation, manage complex IT infrastructure, and collaborate with different teams to deliver secure, reliable, and business-focused technology solutions.

Professional Experience

Ntiva Inc. — Web Application Developer (Contract)

09/2024 – 02/2025 | Remote

- Developed and maintained full-stack web applications using React.js, Node.js, JavaScript, and REST APIs.
- Managed Microsoft Azure application infrastructure, including App Services, Web Apps, and cloud resources.
- Built and maintained Azure DevOps CI/CD pipelines to automate application builds, testing, and deployments.
- Optimized cloud applications, deployments, and production environments to ensure reliability and performance.

Kleidon & Associates — Full-Stack Web Developer (Contract)

07/2023 – 05/2024 | Hybrid

- Designed and developed custom websites and web applications using HTML, CSS, JavaScript, PHP, MySQL, and WordPress.
- Built and maintained custom WordPress themes, plugins, and integrations tailored to client business requirements.
- Managed Windows-based web hosting environments, including IIS, database connectivity, DNS, SSL certificates, deployments, backups, and application troubleshooting.
- Collaborated directly with clients and stakeholders to deliver secure, scalable, and high-performing web solutions from development through deployment.

CXT Software — DevOps / Project Specialist

07/2017 – 08/2019 | Remote

- Managed enterprise Windows Server environments, including Active Directory, Group Policy, DNS, DHCP, IIS, Remote Desktop Services, and file services.
- Partnered directly with enterprise customers to troubleshoot software issues, resolve technical challenges, and ensure successful implementations.
- Wrote and optimized complex SQL queries to generate custom reports, analyze customer data, and support troubleshooting efforts.
- Customized client-facing web applications using HTML, CSS, and ASP.NET to meet customer-specific business requirements.

FuturePOS (Now Shift4) — System Administrator

08/2015 – 07/2017 | Hybrid

- Automated installation, deployment, and maintenance tasks using PowerShell, reducing manual effort and improving consistency across customer environments.
- Installed, configured, and maintained Windows Server environments, SQL databases, and POS software for new and existing customers.
- Provided remote technical support for restaurant POS systems, troubleshooting software, hardware, networking, and operating system issues to minimize customer downtime.

Event 38 Unmanned Systems — Test Pilot / Support Engineer

05/2014 – 08/2015 | Hybrid

- Programmed, test-flew, and optimized UAV systems for client readiness.
- Troubleshot Pixhawk UAV systems and C#/Python mission planning software remotely.
- Developed and delivered training programs to clients worldwide on UAV mission planning and operation.
- Coordinated training classes of 30+ people and taught basic and advanced flight operations of fixed wing drones.

Diversified Employee Solutions — System Administrator

05/2014 – 08/2015 | Hybrid

- Administered and maintained enterprise Windows Server infrastructure, including Active Directory, Group Policy, DNS, DHCP, Exchange, IIS, file services, and virtualization.
- Automated administrative workflows and repetitive business processes using PowerShell and batch scripting, significantly reducing manual effort and eliminating hours of tasks.
- Developed, and maintained eight corporate websites across multiple business units, managing hosting, security, content updates, and custom web application development.
- Planned, deployed, and supported enterprise IT infrastructure upgrades, managed user accounts and security policies, provided internal technical support, and ensured high availability of network and server environments.

TeleperformanceUSA — Technical Support Manager / Web Developer

04/2006– 12/2009 | Hybrid

- Managed a team of 60+ technical support representatives, providing leadership, coaching, and daily operational oversight in a high-volume hybrid call center environment.
- Conducted regular quality assurance reviews, monitored customer interactions, and provided coaching to improve customer satisfaction, technical accuracy, and adherence to company standards.
- Led onboarding, training, and ongoing development programs for new and existing support agents, helping build technical expertise and customer service skills.
- Developed multiple internal web applications (HTML, CSS, PHP, MySQL) that became essential tools for support teams, generating more than 67 million page views over a three-year period.
- Leveraged software development skills to solve operational challenges, automate workflows, and improve the effectiveness of customer support operations.