

ETHAN CHACKO

Web & Automation Developer | Remote

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SUMMARY

Developer who builds web apps, CRM systems and business automations for small businesses as an independent consultant since 2024. Builds and ships tested Next.js and TypeScript web apps, plus Python scripts. Remote.

TECHNICAL SKILLS

- **Languages and Frameworks:** TypeScript, Python, SQL, Next.js, React, Tailwind CSS, Framer Motion
- **Data and Backend:** Supabase and Postgres, REST APIs, data validation, Docker, Linux
- **Automation and Integrations:** n8n, GoHighLevel CRM, API integrations, Resend, Calendly, Claude Code, ChatGPT
- **Testing and Delivery:** Playwright and Vitest tests, Git/GitHub, Vercel

PROJECTS

- **field-check (field-check-psi.vercel.app):** TypeScript data-verification pipeline with a command-line interface and a browser UI
- **intake-desk (github.com/BasisWeb04/intake-desk):** Next.js job-intake assistant: rules engine, safety routing, eval set, optional LLM adapter (mock-tested)
- **ops-console (github.com/BasisWeb04/ops-console):** Dashboard for automation runs, failures, costs and alerts over simulated data
- **ServiceCallTracker.com:** Next.js and TypeScript customer-intake app with Resend, Calendly, Vercel and Playwright browser tests
- **ethanchacko.com:** Portfolio site in Next.js 14, TypeScript and Tailwind CSS with Playwright tests

EXPERIENCE

Independent IT Consultant & Web Developer | BasisWeb (independent practice)

Surprise, AZ | 2024 - Present

- Build workflow automations and Python scripts to connect business tools and handle repeatable tasks
- Configure and troubleshoot CRM systems, user access, tenant settings and software integrations
- Support 5+ small-business clients by phone, email, chat and remote sessions
- Traced a client's sign-in emails landing in spam to a brand-new sending domain after a scoring tool cleared the message, and fixed the cause instead of rewriting it

Customer Support Representative | Conduent

Remote | Aug 2026 - Present

- Take live inbound calls for a remote benefits program: verify member identity, answer eligibility questions, and document every call in the CRM to HIPAA standards

Customer Service Associate, Level 7 | In-N-Out Burger

Surprise, AZ | Sep 2021 - Sep 2023; Jun 2025 - Apr 2026

- Promoted to Level 7, the top non-management level, running shifts and training new associates

EDUCATION

- Arizona State University - Coursework in Networking, Operating Systems, and Programming Fundamentals (no degree awarded)
- High School Diploma - Pinnacle High School, Phoenix, AZ