Anthony Brown

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Summary

I am a driven Web Developer that loves using innovative technology to create fun and dynamic web projects. I love working with APIs and am currently developing projects in Node.js, React, and Ruby. I have 4 years of experience in customer service and technical support.

Skills

- **Languages/Frameworks:** JavaScript, jQuery, Bootstrap, React, Node, Express, MongoDB
- **Software:** Git, Postman, Zendesk, Zapier, Wordpress, Shopify, BigCommerce

Relevant Experience

Bound   Apr 2018 – August 2018
Technical Support Manager

- Produced customer-facing deliverables and created custom HTML/CSS/JavaScript content from customer specifications
- Corrected and debugged live code on high-profile customer websites to ensure accurate analytics and content configuration
- Effectively prioritized tickets, escalating where appropriate, while maintaining a 100% customer satisfaction rating

Rivet Works   Sept 2017 – Apr 2018
Support Specialist

- Integrated website plugin for E-commerce websites on BigCommerce, Shopify, and Wordpress platforms
- Automated support system process to improve team efficiency
- Coordinated with other departments to ensure that bugs were properly prioritized and resolved

Projects

- **Portfolio:** This single-paged web application showcases other projects that I have built, while also providing multiple links visitors can use to contact me.
    - **Technology Used:** React, Redux, Webpack, ES6, Babel, Google Maps
- **Wikipedia Viewer:** This single-paged web application is an interface that allows users to search for Wikipedia entries.
    - **Technology Used:** JavaScript, HTML, CSS, Bootstrap, MediaWIKI

Education

- **West Texas A&M University**   Canyon, TX
  Advertising & Public Relations B.S. *Minor in Communications*   2015