

Brent Holden

[Portfolio](#) ■ [LinkedIn](#) ■ brent.holden@protonmail.com ■ 317.448.7402

Seeking a position as a JavaScript developer with an ambitious, goal oriented company. I'm not just looking for a job, but for a team with which to build something of quality and value.

Skills

- JavaScript, TypeScript, React, Angular, Node.js, Express, Postgres.
- HTML, CSS, Bootstrap, Material.
- Heroku, Firebase, Git, Github.
- Microsoft Office Suite, iWork Suite, Adobe Suite.
- Windows, Android, iOS, and macOS operating systems and devices.
- Software, hardware, and network troubleshooting.
- Management, technical troubleshooting, and customer service.

Projects

- [Board Meeting](#): Full stack web app built on Angular, TypeScript, Express, Postgres, and Node.js. Utilizes Google Maps API and OpenWeatherMap API. Deployed to Heroku. Team project.
- [Project Blue](#): Full stack web app built on React, JavaScript, Express, Postgres, and Node.js. Deployed to Heroku.
- [Ghibli Fans](#): Website built on Javascript. Utilizes Studio Ghibli API. Deployed to Firebase.
- [Tutorial Site](#): Website built on HTML and CSS. Deployed to Github.

Work Experience

- **Concentrix:** 2017 - 2019
1 year senior technical representative and management, 1 year junior technical support representative. Responsible for troubleshooting, and resolving hardware and software issues for mobile and desktop devices. Oversaw less-tenured advisors, guiding them on doing the same. Tasked with reviewing the performance of peers within the same position and providing feedback. Trained new hires and those transitioning roles. Consistently exceeded expected metrics for customer satisfaction, issue resolution, time to resolution, and efficiency.
- **Salsbery Garden Center:** 2011 - Current
5 years retail, customer service, labor, consulting, 4 of which I also served a managerial role. Responsible for assisting and educating customers with in-depth questions and complex information. Coordinated coworkers efficiently in order to ensure good service and a worthwhile product, the needs of which were fluid and subject to a wide variety of factors and contexts.

Education

- **Eleven Fifty Academy** - Full Stack JavaScript Certificate, 2019
- **Ball State University** - 2011 - 2015