**Brittany C. Lewis**

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**Summary:** Dedicated and flexible CompTIA A+ Certified Full-stack MERN Developer with over 12 years of experience in Business Management, Professional Development, Information Technology, Risk Management, and Records Management

**Skills:**

Mongoose/Express/React/Node

Git/Git-HUB

VS Code / Terminal

Apple iOS/MAC

Active Directory

Pre-Pro/Prod Testing

VM Ware/Remote Access

ServiceNow/Oracle Ticketing Systems

WCAG Semantic Coding

McAfee Full Disk Encryption

**Experience:**

**General Assembly,** Atlanta, GA **Aug 2018 - Present**

Full Stack MERN Development Student

* Readily equipped with the skills needed to succeed as a Software Developer in a full-time Immersive and accelerated style course.
* Work individually and/or within group settings on projects designed by industry experts to focus on the programming languages, libraries and frameworks
* Provide leadership, encouragement, and support to 30 classmates including but not limited to assisting with organization, resume and professional development, time management, and emotional support as needed

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* Quickly grasp the fundamentals of frontend and backend development while learning to leverage JavaScript, Python, APIs, and more through hands-on training with real world scenarios

**Food & Drug Administration (FDA),** White Oak, MD/Atlanta, GA **June 2017 – June 2018**

Tier I Helpdesk Analyst

* Transferred to the Atlanta FDA office to provide continuous IT support for over 20,000 worldwide end-users by diagnosing, troubleshooting and resolving up to 25 routine hardware and software issues via phone, email, web/intranet, and remote access daily
* Utilized ServiceNow ticketing system, daily, to create, modify, escalate and follow up on up to 10 idle tickets reaching SLA’s, or that cannot be resolved to Tier 1 agents, escalating and ensuring proper close out of tickets once resolution has been confirmed
* Exuded a friendly and professional attitude, company focus, and strong work ethics to follow through on open issues and handle multiple including outages, ticket updates and escalations

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* Demonstrated core competencies utilizing applications such as Active Directory for modifying user access, Office 365 cloud email support, Windows 7 & 10, and troubleshooting Office 2010/2016 applications (Outlook, Word, Excel, and OneNote)

**Lyft,** Washington, DC/Atlanta, GA **June 2016 – Present**

Driver

* Ensure safe, pleasant and speedy transportation for passengers all over the Washington D.C. Metropolitan Area
* Optimize and maximize networking and interpersonal skills to better communicate with people of all different cultures and backgrounds
* Accept all customer request with a respectful, friendly and personable experience allotting them the pleasant and helpful environment while commuting or touring through the Washington D.C. Metropolitan Area
* Provide effective directions and helpful tips to passengers visiting the city by offering recommendations for entertainment, food, and special events within the city

**U.S. House of Representatives,** *Washington, DC* **Jan 2016-June 2016**

Challenge Desk Assistant -(HireOne Staffing)

* Served as the liaison for the Office of the Sergeant at Arms between United States Capitol Police and visitors while providing general information to staff and visitors regarding Capitol Access
* Assisted teammates with configuring and troubleshooting simple mobile, PC and printer devices as requested before calling the helpdesk team
* Identified each individual entering the Capitol from designated areas ensuring that they have the proper identification credentials such as the Member or Spouse Lapel Pin, Official Business Pass, or Congressional ID
* Ensured all unauthorized persons did not enter into the Capitol and were redirected to the appropriate location

**U.S. Department of Agriculture (USDA),** *Washington, DC* **Jan 2015-Dec 2015**

Executive Assistant -(FM Talent Source Contractor)

Associate Administrator Secretary -(FM Talent Source Contractor)

**Freddie Mac (FM),** *McLean, VA* **July 2012-Dec 2014**

Customer Identity Access Management Analyst -(Kforce Contractor/2013-2014)

Onboarding Specialist -(Year Up Internship/2012-2013)

**Education: General Assembly Web Development Immersive**,*Atlanta, GA* **Aug 2018- Dec 2018**

**Per Scholas/CompTIA A+ Certification,** *Silver Spring, MD* **Jan 2017- April 2017**

**Year Up National Capitol Region,** *Arlington, VA;* **Jan 2011- Jan 2012**

**West Virginia State University,** *Institute, WV;* **Aug 2007- May 2010**

**U.S. Housing & Urban Development Internship Program***; Washington, DC* **Aug 2005-Dec 2010**