

# BRIAN DOAN

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## Summary

Three years of professional experience in IT and customer service in hardware/software troubleshooting and hospitality, utilizing skills to collaborate with clients and the business to quickly find solutions to problems. Alum of the Salesforce and Deloitte Pathfinder program looking for a junior level admin role with enthusiasm to help and learn from a team through the Salesforce platform. Passion to be a part of a team that does their best to help those around them succeed.

## Skills & Highlights

- Certified Salesforce Administrator
- Certified CompTIA A+ IT Professional
- Certified TestOut PC Pro
- Bilingual in English and Vietnamese
- Beginner knowledge of HTML, CSS
- Beginner knowledge of Agile methodologies
- Eager problem-solver

## Professional Experience

### Chick-Fil-A (Indianapolis, IN)

Aug 2019 – May 2020

#### Team Member

- Built a rapport with customers to provide a unique experience to capture new long term customers
- Provided technical support for the business equipment and management tools to lessen downtime and stress of team members
- Served 50-100 customers within the lunch rush hours to meet store hourly net profit goals

### Fry's Electronics (Fishers, IN)

Nov 2017 – Oct 2019

#### Computer Sales Associate

- Maintained a working knowledge of current technologies to inform customers to generate store sales
- Worked with POS machines to create discount tags for merchandise markdowns to lessen tasks for management staff and quickly service customers
- Merchandised 20 products weekly using UPC codes to provide customers with new products offering available quickly

### Sunnyside Road Baptist Church (Indianapolis, IN)

Feb 2017 – Dec 2018

#### WordPress/IT Specialist

- Maintained and updated old hardware for the staff and equipment for easier usability among non-technical staff
- Rebuilt entire web presence with a website and reengaging social media interaction
- Built presentations using MediaShout software to provide smooth transitions within the services
- Implemented availability of recordings of sermons online to provide more traffic to website

## Education

### Salesforce and Deloitte Pathfinder Program (Indianapolis, IN)

Mar 2020 - June 2020

#### Administrator Certification

- Salesforce and Deloitte joint program to build Salesforce Administrator and business soft skills which provides 100+ hours of Salesforce technical training
- **Certified Salesforce Admin** and Completed **49 Badges and 1 Super Badge**, achieved Trailhead Mountaineer rank
- Advanced technical training skills include: Data management (incl. data modeling, security and data access), automation using workflow rules and process builder and reports / dashboards

### Eleven Fifty Academy (Fishers, IN)

Jun 2019 - Aug 2019

#### JavaScript Accelerated Learning Program

- Learned the basics of HTML and CSS to build out simple frontend websites
- Applied JavaScript knowledge using its libraries and frameworks such as Angular, React, Node, and Express to build more intermediate frontend and backend of websites that are deployed
- Built RESTful APIs through PostgreSQL

### IUPUI (Indianapolis, IN)

Aug 2016 - May 2017

#### Music Technology

- **Relevant coursework:** Introduction to IT (internet safety: ransomware, phishing, etc.)
- **Other coursework:** Auditory Music Listening, Piano, Vocal primary for major