Brian Grant

503-847-5427

8535 SW Spruce St., Portland, OR 97223

brian@bhgconcepts.com

https://www.linkedin.com/in/brianhgrant

http://www.bhgconcepts.com

http://www.github.com/brianhgrant

Technology Skills

- **Languages:**
  - o **Proficient:** Ruby, HTML, CSS, JavaScript
  - o **Working Knowledge**: Node.js
  - o **Introductory Knowledge:** Clojure, Elixer, C#, Java, PHP
- **Frameworks:** Rails, Sinatra, JQuery, Ember.js, Angular 2, D3.js
- **Systems:** Windows XP/7/8/10, Windows Server 2012, Mac OS X, Linux
- **Development and Workflow Tools:** Git, Github, Slack, Trello, Visual Studio, Adobe Photoshop, Illustrator
- **Project Management:** Agile, SCRUM, Behavior Driven Development
- **Database:** SQL Server (Transact-SQL), MySQL (PL-SQL), PostGreSQL, MS Access
- **Certifications:** CompTIA A+, MCSA: Windows 8.1
- **Professional Affiliations:** Association of Information Technology Professionals (AITP), Toastmasters International (Project Management Institute Chapter)

Professional Experience

Xerox Services 10/2012-3/2016

Technical Support Representative Portland, OR

Provided technical support and customer service for telecommunications company to end users. Assisted with cloud storage, account backups, and synchronization on smartphones, tablets, mobile hotspots, and other connected devices. Used ticking system to escalate unresolved concerns.

- Gained expert knowledge on all major mobile operating systems including Android, iOS, and Windows
- Selected for team of 100 agents in country for complex problem resolution. Commended for problem-solving and critical thinking skills to solve concerns outside of documented flows. Created new documentation when needed.
- Consistently ranked among top agents, including as Agent of the Month.

WIS, International 2/2011-10/2012

Auditor Portland, OR

Performed retail inventory audits. Participated in pilot program and quality assurance testing of new equipment and software.

YWCA Energy Assistance Office 5/2010-8/2010

Office Assistant Portland, OR

Assisted with records management duties for annual audit and provided front desk coverage including appointment setting and eligibility verification. Participated as summer intern.

- Organized file system by archiving files based on the organization's schedules and creating cross-references.

RGIS 11/2007-7/2009

Inventory Associate Vancouver, WA

Counting of product inventories for retail clients. Performed 10-key data entry with outstanding accuracy and speed.

Washington Reading Corps 11/2005-11/2006
Volunteer Coordinator (AmeriCorps VISTA) Bremerton, WA
Recruited, trained, and supervised volunteer reading tutors for elementary students. Completed one-year term of service.

- Created manual for school to use when training future volunteers.
- Used management skills to organize groups of up to 20 volunteers on-site in busy school environment.

Center for Rural Studies 12/2001-12/2005
Research Assistant (2002-2005), *Office Assistant* (2001-2002) Burlington, VT
Performed office duties for non-profit research department. Assisted with research project proposal writing and analysis and quantitative and qualitative data collection.

- Entered data and ran analytics tools in SPSS DBMS.
- Aided with data management, modeling, and database design including creation of data types.

Education

Epicodus 2016-Present
Ruby/Rails/JavaScript Portland, OR
Attending software development school with a focus on web applications. Program entails forty hours a week spent in a pair programming environment learning full-stack development with additional 20-30 hours in work at home.

- Worked in a behavior driven development model to efficiently build applications and fulfill user stories. Testing applications used include RSpec, Capybara, and Selenium WebDriver.
- Used Git and Github to track changes throughout the development of application. Followed agreed upon procedures to handle merges and pull requests for team projects.
- Created functioning applications following current best practices, ie: RESTful routing, encrypted authentication, and API integrations.
- Developed applications in MVC based JavaScript Frameworks including Angular 2 and Ember using NPM and Bower as package managers.

Portland Community College 2015-Present
2009-2010
Information Technology Portland, OR
Pursuing coursework for transfer towards a post-baccalaureate degree. Plan to transfer to Oregon Institute of Technology to continue to learn about information systems including TCP/IP and troubleshooting technical problems. Studied programming and software design in Java and C#.NET.

- Performed administration tasks including the setup of user privileges, backup and restore functions, and support of Active Directory and group policies (Windows, Unix, Linux, OS X).
- Completed coursework in records management, office and database software (MySQL, SQL Server 2012/2014, MS Office Suite).
- Achieved 4.0 GPA.

Code Oregon/Team Treehouse 2015-Present
Programming Student Portland, OR
Learned PHP and CSS coding by creating live website. Continuing to pursue new languages.

University of Vermont 2001-2005
Anthropology Burlington, VT
Bachelor's Degree with minor in English. Graduated with honors.

Volunteer

Speedbumps for Chandler   2015
Webmaster   Portland, OR
Developed website in HTML and CSS. Setup webmail system and logins. Used FTP service for upload of files.

FreeGeek   2007
Build Program Volunteer   Portland, OR
Learned computer hardware identification, evaluation, repair, and assembly by building computers for non-profits.

Interests

Rockhounding, Lapidary, Metalsmithing, Camping, Hiking, Live Music, Projection