

## Brian Grant

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### Technology Skills

- **Languages:**
  - **Proficient:** Ruby, HTML, CSS, JavaScript, JQuery
  - **Working Knowledge:** C#, Java, PHP, Ember.js
  - **Introductory Knowledge:** Clojure, Node.js, Angular 2, D3.js
- **Frameworks:** Rails, Sinatra, .NET
- **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***Volunteer Coordinator (AmeriCorps VISTA)*

11/2005-11/2006

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***Research Assistant (2002-2005), Office Assistant (2001-2002)*

12/2001-12/2005

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***Ruby/Rails/JavaScript*

2016-Present

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

Portland, OR

*Information Technology*

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***Programming Student*

2015-Present

Portland, OR

Learned PHP and CSS coding by creating live website. Continuing to pursue new languages.

**University of Vermont***Anthropology*

2001-2005

Burlington, VT

Bachelor's Degree with minor in English. Graduated with honors.

## **Volunteer**

### **Speedbumps for Chandler**

*Webmaster*

2015

Portland, OR

Developed website in HTML and CSS. Setup webmail system and logins. Used FTP service for upload of files.

### **FreeGeek**

*Build Program Volunteer*

2007

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