BRITTANY LOY

Technical Resume

CONTACT

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EDUCATION

Full Stack Web Developer

University of North Carolina (2020)

VOLUNTEERING

Unlock Academy

MEMBERSHIPS

- National Society of Black Engineers
- Grace Hopper Celebration
- Society of Women Engineers
- Unlock Academy

DESIGN TOOLS

- User Experience (UX) Design
- User Interface (UI) Design
- Wire-framing
- UI Prototyping
- Technical Feasibility
- User Research
- Market Analysis
- Component and Asset Creation
- User Empathy
- Webflow
- Canva

SOFTWARE TOOLS

- Node
- HTML/CSS
- React
- Python
- PWA
- Mongo DB
- SQL / MySQL
- JSON
- JQuery
- Java/JavaScript
- Rest API
- Analytics
- Performance
- Data Analytics
- Jira
- Excel
- PowerPoint
- Zendesk
- Genesys
- Heap
- Confluence

WORK EXPERIENCE

Application & Integration Specialist
TechStyle OS | Jan 2023 - Present

- Responsible for the development, analysis, and maintenance of Technologies & Applications to support the GMS team, Senior Leadership Team, and other key business stakeholders.
- Support the development of project plans to implement system changes to help the Global Member Services team become more efficient and optimize costs.
- Identified and executed on opportunities to improve tool deployment, ensuring the organization remained at the leading edge of the industry.
- Identify and execute on opportunities to improve the deployment of our tools ensuring we remain at the leading edge of the industry.
- Assist in pre-project development, such as the building of predictive models, and post-project reporting as needed for implementation and deployment of applications

Customer Support Engineer
Ateliere Creative | July 2022 – December 2022

- Identify and resolve technical issues, including account setup and network configuration
- Testing and identifying software vulnerabilities
- Creating Executive Dashboards, I enabled corporate officers to make agile, data-driven decisions improve productivity, drive revenue. Growth, and mitigate risk.
- Prevented production defects by improving the company's software and development processes.

System Support Analysts
PASSPORT | October 2020 – November 2021

- Recreate technical issues and clearly document the issue and steps so other teams can resolve
- Search for proactive ways to help customers optimize and adoptions our products
- Assisting the engineering department with HTML code.
- Troubleshooting complex problems and problem solving

FOUNDER // CEO
Loy Web Designs | May 2020- Present

- Effectively creating mobile friendly websites for small business owners
- Building and designing responsive websites for modern businesses and startups.
- Crafting a website that focuses on a specific audience. Help improve the way users interact with elements of the interface, on a website.
- Designing the layout, fixing server/hosting issues, editing photos and videos.

Salesforce Administrator // Sales Associate
MaxBotix | July 2019 – October 2020

- Successfully provides technical support for client's application using Python and JavaScript languages.
- Maintaining an up-to-date database that includes clients information and account structure.
- Handles all basics administrative functions including user account maintenance, report and dashboard, workflows and routine tasks.
- Collaborated with cross-functional teams to develop and implement customized solutions.