

## Corbin J. Brockbank

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GitHub: <https://github.com/Corbin520>

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### Experience

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#### Young Living Essential Oils, Lehi, Utah

July 2014 - Present

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##### Part Time Full Stack Web Developer 5/2019 – Present

- Provide assistance to the Web Development Department.
- Helping with tasks, troubleshooting errors and building full stack web sites.
- Languages used: React, JavaScript, C#, HTML, Mustache.js, CSS, jQuery.

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##### Information Technology Specialist II 5/2017 – Present

- Provide IT system support on hardware/software platforms. Includes: Windows Products, MS Office products, Apple Products, Linux OS, Printers, Mobile Devices, Switches, and some networking.
- Proven ability to resolve customer problems, and escalations utilizing appropriate internal and external resources.
- Set up and Imaging new machines for the company and its users. Skilled on the imaging software: MS System Center Configuration Manager (SCCM).
- Dailey use of Active Directory, Microsoft Office products, VMWare, Cisco products, Zoom Administrator, Team Viewer, Ticketing systems, VPN and DUO dual authentication.
- Provide proven technical troubleshooting skills in a complex multi-platform-system-vendor environment.
- Daily usage and support of both hardware, and software products.
- Evaluate and triage issues, escalate them to appropriate departments and groups as necessary.
- Support of operating systems (LINUX, Windows, MAC OS and VM's)
- Work extensively with Microsoft applications, Hewlett Packard devices, PC's, Cisco Products, MAC OS, Android Devices, IOS, Active Directory, hardware assembly and other applications.
- Knowledge in versions of Windows 7, 8.1, 10. Linux version Ubuntu. Various versions of MAC OS.

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##### Inbound Phone and E-mail Customer Service Representative & Mailroom Assistant Manager 7/2014 – 5/2016

- Provide world class client service to clients via Phone, E-mail, Chat and Face to Face. • Input and create billing / Payroll deduction sheets using Microsoft Excel and Microsoft Word • Sort incoming packages/mail and deliver to packages/mail to the recipient.
- Communicate with the shipping company's daily to set up pick up and drop off times to improve work flow.
- Transport mail, packages, company products between and from building's using the company's shipping vehicles.

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Seasonal - Vinyl Industries, Lehi, Utah

##### Installer / Price estimator / Client service, 2/2014 to 4/2014

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- Respond to client inquiries, providing quality service to customers of products or status of orders.
  - Listen attentively to customer needs to ensure a positive customer experience.
  - Access electronic and paper cataloging systems to look up product information and availability.

- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers for a better customer experience.

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Dent Master, Lehi, Utah (auto body shop)

**Part's supervisor / Detailer / Mechanic / Client service, 10/2012 to 4/2014**

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- Ensured satisfaction with the repair experience, from initial greeting through completion.
  - Contributed to sales increases through communicating benefits and providing excellent service. • Recommended solutions within customer budgets and proactively followed up with all leads.

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## Education

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University of Utah, Salt Lake City, UT

Full Stack Web Development, Certificate

**December 2018 – August 2019**

- **Skills learned:** React.js, JavaScript, Node.js, Express.js, AWS, jQuery, HTML, CSS, Firebase DB, API's, Bootstrap, Bookshelf.js, Database Theory, MongoDB, MySQL, PHP, Heroku QA SEO, Cookies and Local Storage, User Authentication, Responsive Design, Handlebars.js, Terminal/Bash, GIT, GitHub

Lehi High School, Lehi, UT

**Diploma, 5/2014**