Corbin J. Brockbank

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Portfolio: http://cbwebpro.com.s3-website-us-west-1.amazonaws.com/index.html
GitHub: https://github.com/Corbin520

Development Skills

- React.js, JavaScript, Node.js, .NET, C#, Mustache.js, Express.js, 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, AWS.

Development Work Experience

- Assisted our web development team with templating a company web page using Mustache.js
- Helped our Software Engineer Team create small applications using React

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Work Experience

Young Living Essential Oils, Lehi, Utah
July 2014 - Present

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.

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.

Seasonal - Vinyl Industries, Lehi, Utah
Installer / Price estimator / Client service, 2/2014 to 4/2014

- 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.

Dent Master, Lehi, Utah (auto body shop)
Part's supervisor / Detailer / Mechanic / Client service, 10/2012 to 4/2014

- 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.

Education

University of Utah, Salt Lake City, UT
Full Stack Web Development
December 2018 – August 2019

Lehi High School, Lehi, UT
Diploma, 5/2014