

# DONOVAN C. BROWN

20637 McCormick, Detroit, MI 48224 Cell: (313)384-0053 Email: brownndonovan@gmail.com  
<http://dcbrown.github.io/DonovanBrown>

**OBJECTIVE:** A+ Certified, *Computer Support Technician/Web Developer* looking to grow with an established organization where experience is desired.

## TECHNICAL SKILLS

**Certifications:** A+ Certified, October 2010

### **Operating Systems:**

Linux, Windows Server 2008, Apache Web Server, Windows XP, Windows Vista, Windows 7, Windows 8

### **Languages:**

HTML5, XHTML, jQuery, CCS3, Flash Action Script, Javascript, jQuery, JSON, AJAX, C++, ASP.Net, Visual Basic

**Specialty Applications:** PHP, Mambo, Joomla, Acronis True Image, Git, VMware workstation, WordPress

### **Software Applications:**

Adobe Photoshop, Adobe Image Ready, Adobe Illustrator, Adobe Flash, Adobe Dreamweaver, Microsoft office Suite

## EMPLOYMENT

### *Henry Ford Optimeyes*

#### *Help Desk Technician*

*2011-Present  
Madison Heights, MI*

- Serve as a Help Desk Technician for 17 locations in the Metro Detroit area
- Managing and assigning help desk tickets
- Creating deploying desktop and tablet images on a Windows 2008 server using Acronis True Image
- Upgrading, repairing, installing software on desktop computers and tablets
- Asset tagging all desktop computers and tablets

### *Hewlett Packard*

#### *Help Desk Analyst*

*2010-2011  
Pontiac, MI*

- Serve as a temporary Contract Help Desk Analyst
- Remotely troubleshooting software and desktop issues
- Setting and synchronizing corporate E-mails to blackberry devices
- Transferring tickets to Level 2 help desk for hardware issues

### *Your Center*

#### *Web Content Manager/Computer Support Technician*

*2009-2011  
Flint, MI*

- Serve as a Computer Support Technician servicing over 12 student computers
- Fixed hardware issues and update software (Microsoft Office and Scratch multimedia programs)
- Taught basic HTML and Scratch Media to students as well as video game design
- Managing website content using Joomla

## EDUCATION/CERTIFICATES

### *Thinkful (online)*

Front-end Web Development Mentorship Program,

*New York, NY  
February 2014*

### *Kaplan Career Institute*

Diploma in **Computer Support Technician**

*Detroit, MI  
December 2009*

### *ITT Technical Institute*

Associate of Applied Science Degree

**Information Technology** with an option in **Web Development**

*Troy, MI  
June 2007*

### *Golightly Career and Technical Center*

**Computer Aided Drafting**

*Detroit, MI  
May 2004*