

DONOVAN C. BROWN

20637 McCormick, Detroit, MI 48224 Cell: (313)384-0053 Email: brownndonovan@gmail.com

<http://dcbrown.github.io/DonovanBrown>

SUMMARY: 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, Ruby, PHP, Javascript, jQuery, JSON, AJAX, C++, ASP.Net, Visual Basic

Specialty Applications: 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
Lab Technician

2011-Present
Roseville, MI

- Surfacing and finishing, including lens selection and data entry.
- Surfacing and edging lenses that result in a quality fabricated pair of eyeglasses
- Heats, shapes, or bends plastic or metal frames to insert lenses into the frames
- Cleaning all machinery daily and keeping work area tidy and sweeping/mopping floor daily

Henry Ford Optimeyes
Help Desk Technician

2011-2014
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

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