

DONOVAN C. BROWN

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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/Github, VMware workstation

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 for General Motors computers
- 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 Updated 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