

## DONOVAN C. BROWN

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### **SAMPLES OF MY WEB WORK:** <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 on Rails, PHP, Javascript, jQuery, Java, 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***

***2014-Present***

##### ***Lab Technician***

***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***

***2011-2014***

##### ***Help Desk Technician***

***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***

***2010-2011***

##### ***Help Desk Analyst***

***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)***

***New York, NY***

Front-end Web Development Mentorship Program,

***February 2014***

#### ***Kaplan Career Institute***

***Detroit, MI***

Diploma in **Computer Support Technician**

***December 2009***

#### ***ITT Technical Institute***

***Troy, MI***

Associate of Applied Science Degree

***June 2007***

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