

DONOVAN C. BROWN

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SAMPLES OF MY WEB WORK: <http://dcbrown.github.io/DonovanBrown>

SUMMARY: A+ Certified, *Computer Support Technician, Web Develop, Android App 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, Ruby on Rails, PHP, Javascript, jQuery, Java, JSON, AJAX, C++, ASP.Net, Visual Basic

Specialty Applications: Mambo, Joomla, Acronis True Image, Git, Android Studio, Eclipse, VMware Workstation, WordPress, Bootstrap

Software Applications:

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

EMPLOYMENT

***Henry Ford Optimeyes
Lab Technician***

***2014-2014
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***