# 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, 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, Bootstrap

**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**