DONOVAN C. BROWN

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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, 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   ***2011-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**

Golightly Career and Technical Center   **Detroit, MI**
Computer Aided Drafting   May 2004