**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