**Donovan C. Brown**

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**OBJECTIVE:** 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, Javascript, jQuery, JSON, AJAX, C++, ASP.Net, Visual Basic

**Specialty Applications:** PHP, Mambo, Joomla, Acronis True Image, Git/Github, VMware workstation

**Software Applications:**

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

**EMPLOYMENT**

***Henry Ford Optimeyes 2011-Present***

***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 for General Motors computers
* 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

***Your Center 2009-2011***

***Web Content Manager/Computer Support Technician Flint, MI***

* Serve as a Computer Support Technician servicing over 12 student computers
* Fixed hardware issues and Updated software (Microsoft Office and Scratch multimedia programs)
* Taught basic HTML and Scratch Media to students as well as video game design
* Managing website content using Joomla

**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