

# Darius Brown

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Software Developer

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Former team lead in a Tech Support Call center, turned Full Stack Web Developer by coding bootcamps and self study. After many years working in the tech industry, I have decided to expand my knowledge in Computer programming. My goal is to make a leap forward into a long term career in web development or data science.

## Technical Skills

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HTML - CSS - Bootstrap - JavaScript - jQuery - Java SE - Java EE (Servlets, JSP) - Spring - MySQL - Thymeleaf - Object-Oriented Programming - Test-Driven Development - Rest API - JSON - Version Control with Git - Paired Programming

## Development Projects

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### [Capstone Project - Annotation Station](#)

Annotation Station is an application centered on creating organized collections of timestamped notes of YouTube videos. With this application the user will be able to pick a specific part of a YouTube video to make a timestamp that creates a collection consisting of sections and notes made by the user. Users would be able to create their own unique profile and add all their collections to their profile page. From there, the user can decide either to share their collections within the app's community or keep them private for personal use. <https://annotationstation.xyz>

### [Book Lister Full stack web application](#)

Booklister is a full stack web application coded in Java, MySql, and JQuery javascript, that uses the Google Books Api to allow users to create postings to a database to buy and sell books within a community. The application has full Create, Read, Update, and delete functionality and searches the google books api to find a specific book when creating a for sale listing. Using JQuery and Ajax, the form to create a listing can be populated on click containing information for title, author, genre, release date, and even a thumbnail image for the listing.

### [Java Contact List](#)

A text app that runs in the terminal with Java. A user is able to create, edit, read, and delete contacts from the app using a series of commands to make individual selections. There are also commands available to either confirm or cancel, allowing the user to navigate the application.

## Professional experience

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### **Hubspot**- San Antonio, Tx

Tech Support / Aug 2021 - Present

- Inbound support for Hubspot CRM platform.
- Troubleshooting web design code for Business landing pages, websites, and HTML emails.

### **Alorica** -San Antonio, TX

Tech Support / Apr 2016 - Jul 2018

- Achievement of highest in overall resolution statistics in first month led to opportunities to train new staff members
- Multi-tasked customer service, troubleshooting, and navigating online programs to deliver exceptional service
- Recognized opportunities to upsell and leveraged a consultative sales approach to offer additional products

### **Conduit Global** - San Antonio, TX

Team Lead, Verizon Tech support representative / Mar 2014 - Apr 2016

- Inbound phone tech support for Verizon FIOS responsible for inbound calls, emails, and live chat requests
- Successfully de-escalated calls and walked customers through troubleshooting instructions while navigating a fast-paced environment

## Education

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### **Codeup**

Certification of Completion

Jan 2021 - Jul 2021

A fully-immersive, project-based, and intensive 22-week Full-Stack Java Career Accelerator that provides students with 670 hours of expert instruction in software development

### **Google IT Certification**

Certification of Completion

June 2020 - November 2020

An entry level It certificate equivalent to Comptia Security +, A+, and Network +. Awarded 12 college credits for completion.