

2/24/2020

Brian Allen

801-949-6637

brianallen2401@gmail.com

5472 W. Clernates Dr.

SLC, UT 84118

Objectives

My objective is to leverage my existing experience working as a business analyst alongside my newly developed skills as a developer/programmer to find a new career at a dynamic and forwarding thinking company in the tech industry.

Education

University of Utah Coding Bootcamp

2019-current | Currently Enrolled

Judge Memorial Catholic High School

2000 | Graduated -Received Diploma

Experience

Applications System Specialist

R1 RCM April 2018 – Current (Acquisition from Intermountain Healthcare)

Intermountain Healthcare July 2013 – April 2018

R1 RCM | 4646 Parkway Blvd, West Valley City, UT 84120

- Configures, installs, implements, monitors and maintains multiple systems, workflows & processes.
- Solves common issues, incidents, and problems according to agreed upon service levels and according to IS Standards.
- Acquires and maintains an understanding of the technical and functional architecture of assigned systems and integration.
- Understands and maintains security and compliance requirements and complies with all policies and procedures of assigned systems.
- Effectively manage requests from end users for updates, fixes, training or service to existing applications.
- Works alongside developers to determine and prioritize requests for new items, updates and fixes to known issues in current applications.
- Participates and facilitates in the training of end users, peers, and other IS team members in the proper service, use, and maintenance of suite of web based applications.
- Creates and maintains proper documentation for supported applications.
- Tests applications, systems and configurations for projects according to IS standards.

Store Manager **December 23rd 2003 – June 30th, 2013**

FedEx Office | 5901 South State Street, Murray, UT 84107

- Managed day to day operations of a retail location.
- Scheduled, trained, hired, and managed employees.

- Managed cash procedures and processes within the store.
- Ordered/maintained inventory of all products and supplies necessary for store/business practices.
- Managed, maintained, and worked to troubleshoot and assist in repairs for store/business equipment.
- Worked as first step technical support in store and business practices.
- Attended district training and meetings.
- Facilitate and manage team meetings.

Skills

- Proficient in front-end development using HTML5, CSS, and Javascript.
- Experience using CSS framework Bootstrap.
- Experience using the JQuery library.
- Experience using Google Firebase to store and update data on a website via Javascript.
- Proficient with Microsoft Office Suite and Adobe Creative Suite.
- Experience working in and with an Agile development environment.
- Excellent customer service skills.
- Ability to learn new software and hardware.
- Ability to analyze and interpret front end user requests/issues and work alongside developers to come up with reasonable and effective solutions.
- Proficient supporting web-based applications including browser support including Chrome, Internet Explorer, and Mozilla Firefox.
- Proficient with Service Now & Service Catalog Applications.
- Certified in ITIL Foundation in Service Management.
- Proficient with CA and service Catalog Applications.
- Project management and development of proprietary software involving users and developers.
- Proficient with Atlassian Jira and Asana project management procedures.
- Understanding of an Agile development system.

Coding References:

My Github Profile: <https://github.com/Darkthistle982>

My Coding Portfolio: <https://github.com/Darkthistle982/Brians-Portfolio>