BRITTANY BRIMLEY

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SUMMARY

As a diligent software developer with a keen artistic eye, I am committed to delivering exceptional work with meticulous attention to detail. I am highly self-motivated, driven by curiosity, and possess a deep passion for continuous learning in our dynamic and ever-evolving field. Proactively seeking opportunities to elevate my skills and efficiency, I am an excellent problem-solver with an innovative and strategic mindset. I excel in fostering positive and communicative team environments, contributing effectively. Simultaneously, I thrive in independent work settings and am committed to realizing a company's objectives with a focus on delivering impactful results.

TECHNICAL SKILLS

Programming Languages: JavaScript | HTML | CSS | NodeJS | JSON | JQuery | ExpressJS | MySQL | Sequelize | Handlebars | MongoDB | Mongoose | GraphQL | Apollo | ReactJS | MERN

Frameworks and Wireframes: Bootstrap | Bulma | Tailwind CSS | Figma

Development Tools and Environments: VS Code | Terminal | Homebrew | Bash | Shell | Git | GitHub | Railway | Heroku | Netlify

PROJECTS

masterBuilder | GitHub: https://github.com/Git-BritHub/Master-Builder.git | Deployed Project: https://master-builder-production-40c9.up.railway.app/
- **Summary of Project:** A RESTful API web application created with Node and Express utilizing MySQL and Sequelize ORM for its database. This app allows users to browse through LEGO's extensive catalogue and save LEGO sets to the user's profile Collection or Wishlist page.
- **Core Responsibilities in Project:** Building the project structure and files, creating API fetch calls from LEGO's rebrickables website, database structure and functions, and connecting API calls to database.
- **Tools/Languages used:** JavaScript, Node, Express, MySQL2, Sequelize ORM, Handlebars, CSS, Bootstrap, and bcrypt.

Concert Groupie | GitHub: https://github.com/shindekokoro/concert-groupie.git | Deployed Project: https://shindekokoro.github.io/concert-groupie/

- **Summary of Project:** A web application to assist users in finding concerts and concert details on a map by inputting and selecting a city name in its search bar. Utilizing API calls from Here API Map and Ticketmaster, Concert Groupie is a simple web application created with HTML, CSS and JavaScript.
- **Core Responsibilities in Project:** UI design, CSS, implementation of Bulma Framework, and refactoring.
- **Tools/Languages used:** JavaScript, HTML, CSS, and Bulma.

RELEVANT EXPERIENCE

Customer Experience Specialist   **2018-Current**
Delta Airlines   **Salt Lake City**
Assists customers in bookings and technical issues when they are not able to fix or book desired flights online. Gives exceptional customer service with a monthly above-average SPS score of 95%-100% from customer satisfaction scores. Also assists in manually reissuing/fixing customer's tickets in DLTERM (Delta's terminal) or in Axis/OMNI-Pro (Delta's reservation management systems) when the auto-reissue feature fails to work for either the customers or Delta's frontline ticketing agents.
Key Accomplishments:
- Received recognition award and luncheon with Delta Reservations Corporate Leaders for high number and top scores of customer service surveys.
- Qualified for Delta Reservation's Platinum Club each month for exceeding system metrics and customer service survey scores before Platinum Club program was discontinued.

EDUCATION

Certificate in Full Stack Web Development   **2023**
University of Utah   **Salt Lake City, UT**
A 24-week intensive Full Stack Flex Web Development Program focused on gaining skills in HTML/CSS/Git, JavaScript, Bootstrap, APIs, JQuery, JSON, AJAX, Node, ES6, OOP, Express, MySQL, Sequelize ORM, MVC paradigm, PWA, React, NoSQL, MERN stack, Team collaboration, Agile development, Project demonstration/storytelling and Computer Science fundamentals.

Animation | Socio-Cultural Anthropology   **2005-2009**
Brigham Young University   Provo, UT