

BRITTANY BRIMLEY

Salt Lake City, UT

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SUMMARY

Hardworking software developer who gives great attention to detail while taking pride and care in the work that I do. Incredibly self-motivated with a curious mind and great love of learning. Constantly looking for ways to enhance my skills, efficiency and knowledge of our ever-changing and evolving field. Currently enrolled in the University of Utah's Full Stack Flex Web Development Program to further enhance my skills. Excellent and innovative problem-solver with a strategic mind-set. Charismatic with excellent communication skills who excels in a team environment, as well as individually. Prioritizes and strives to meet a company's goals and further its success.

TECHNICAL SKILLS

Software Languages: JavaScript | Node.JS | HTML | CSS | JQuery | JSON | Express.JS | MySQL | Handlebars | MongoDB | GraphQL | ReactJS | MERN

Software/Platforms/Frameworks/Wireframes: VS Code | Terminal | Homebrew | Bash | Shell | Git | GitHub | Railway | Heroku | Netlify | Apollo | Figma | Bootstrap | Bulma | Tailwind | Figma

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 Delta Airlines

2018-Current
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 University of Utah

2023
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

Brigham Young University

2005-2009
Provo, UT