**JI BROWN**

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**SUMMARY**

Front-end software developer and Product Support Specialist. I have a solid professional background in B2B support, Solution driven customer support, and social media management to create and analyze statistics to create result-driven solutions. proficient in using Javascript for front-end programming, React, HTML, CSS, API implementing, PostgreSQL, and frameworks like Bootstrap.

**TECHNICAL SKILLS**

***Frontend:*** *HTML, CSS, JavaScript, React, Redux,*

***Backend:*** *MySQL, PostgreSQL*

***Tools:*** *Mocha, Chai, Git, GitHub, Node Package Manager, Visual Studio Code*  
***Additional Skills:*** Project Management, New Hire Training, Content Creation, Zendesk, CRM, Salesforce, SaaS, customer service, technical support

**SOFTWARE ENGINEERING PROJECTS**

***Solis Weather App:*** | Codecademy | [Project Link](https://github.com/JitheDev/Solis-Weather-App) *10/6/2023*

* Developed a responsive Weather App using React, enabling users to check real-time weather conditions for their location and other specified cities.
* Integrated the OpenWeatherMap API to fetch and display current temperature, humidity, wind speed, and location information, enhancing user experience with up-to-date weather data.
* Implemented dynamic images that change based on the current weather conditions, creating an engaging and visually appealing user interface for the app.
* Technology: ReactJs, CSS, HTML, JavaScript ES6

***Encryption/Decryption Application:*** | Codecademy | [Project Link](https://github.com/JitheDev/Project-Decorder-Ring) 08/9/2023

* Built to be an encryption/decryption application to communicate and read top-secret messages.
* Created utilizing the test-driven development method.
* Technology: JavaScript ES6, HTML5, Node.js, Bootstrap, Mocha, Chai.

***Pokémon Memory Game:*** | Codecademy | [Project Link](https://github.com/JitheDev/Pokemon-Memory_Game) *09/25/2023*

* Developed a memory card game using React, featuring engaging gameplay with animated card flips and a Pokemon-themed user interface.
* Implemented state management and logic for card shuffling, matching, and tracking player progress.
* Technology: ReactJs, CSS, HTML, JavaScript ES6

**PROFESSIONAL EXPERIENCE**

*FanDuel* Oklahoma City, OK

**Live Chat and Email Representative** 12/2022 – 8/1/23

* Through Salesforce, I assist and solve 90+ live chats daily as well as 30+ incoming emails, providing accurate information to address any customer inquiry or escalating to the right channels to assist them further
* Assisting customers with troubleshooting their FanDuel application, breaking down the rules and terms of service for sports betting on our platform, as well as addressing marketing promotions.
* Identifying problem play, illegal activity, and account takeovers on our platform and taking corrective action up to suspending accounts to prevent fraudulent activity before escalating for further investigation.

*TaxAct* Oklahoma City, OK

**Social Media Support** 12/2022 – 4/1/23 (Contract)

* Utilized Hootsuite to monitor our 3 social media platforms (Facebook, Twitter, and Instagram), and responded to over 60 comments and direct messages from users weekly, regarding our product as well as troubleshooting, and directing collaborations and business inquiries to our marketing team.
* Compiled our top 5 repetitive inquires to establish common trends or possible errors in our system to alert marketing and our technical weekly.
* Back tracked other social media agents work weekly for inaccurate information given, and corrected any false information provided.

*Rad Power Bikes* Phoenix, AZ

**Social Media and Business Support Agent** 06/2021 – 08/2022

* Established negative trends through more than 400 product review submissions to present and develop action plans.
* Generated over 200 outreach emails monthly to clients and social media influencers to reduce negative reviews and encourage positive social media post frequency.
* Assisted over 50 business partners in providing appropriate technical writing documentation to reduce product issues being directed to the parent company.

**EDUCATION**

*Codecademy*  Online

**Certificate,** [**Front-End Development**](https://www.codecademy.com/profiles/JiBrown/certificates/2682884a0719474f96407efe432fdd87)  10/2023

• Learned industry best practices and software development standards with a focus on Javascript, HTML5, CSS3, React Native, Node.js, MySQL, algorithms, and data structures.

• Developed and deployed mobile-first applications while learning new languages and frameworks, spending several hours per week collaborating with and learning from senior web developers in a mentor-student relationship.

*Codecademy*

**Certificate,** [**Learn SQL**](https://www.codecademy.com/profiles/JiBrown/certificates/042a4e5884e3eb6ea1f2a12be6abb851)02/2023

• Learned how to manage large datasets and analyze real data using the standard data management language.

• Learned how to use SQL to access, create, and updated data stored in a database.

*University of Arizona Global Campus* Phoenix, Az

**B.S., Computer Software Technology** 05/2025