Bryan Smith

San Francisco, CA
hello@bryansmithsf.com
www.bryansmithsf.com
480.721.9907

SKILLS

- Languages: Ruby, JavaScript, HTML5, CSS3, Sass, AMPScript
- Frameworks: Node.js, Express.js, Bootstrap, Rails, Angular.js, Handlebars
- Database: MongoDB, Mongoose, PostgreSQL, SQL
- Technologies: Git/GitHub, Heroku, jQuery, AJAX, JSON

CERTIFICATIONS

- Salesforce Certified Marketing Cloud Email Specialist (SU16) - Licence Number: 9034820
- Salesforce Certified Marketing Cloud Consultant (WI17) - Licence Number: 16810689

EXPERIENCE

Implementation Consultant July 2016 – Current
Pierry Inc. Redwood City, CA

- Research, gather, and articulate information about our clients' organizations.
- Educate clients on the best practices in deployment and implementation of Salesforce Marketing Cloud.
- Assist clients with software and marketing campaign testing activities.
- Assist clients with configuration/setup, roll out, go-live activities and training in Salesforce Marketing Cloud.

Full Stack Web Development Student March 2016 - June 2016
General Assembly San Francisco, CA

- 12-week intensive course that builds fluency in full-stack web development with emphasis on work-ready skill set.
- Topics covered include, but are not limited to: computer science theory, advanced data structures, algorithms, best practices for front-end and back-end development, Git/GitHub, TDD, CRUD and RESTful resources.

PROJECTS

- Project 1 – Floating Peak
  - Responsible for design and implementation using Bootstrap, Handlebars templating, AJAX, and jQuery.
- Project 2 – planTastic
  - Responsible for front-end design, users, authentication, authorization.
  - Build using Ruby on Rails, Sass, Bootstrap, Google Places API, and PostgreSQL DB.
- Project 3 – ideaMe
  - Responsible for planning, design, technology selection, and project implementation.
  - Built using Ruby on Rails, Sass, Bootstrap, and PostgreSQL DB.

Solutions Manager June 2015 – March 2016
Verizon Wireless Palo Alto, CA

- Managed the performance of 14 commission based sales representatives in a fast paced sales environment.
- Specialized in Net Promoter Score (NPS) for my location bringing year to date NPS from 34.4% to 64.5%.

Analyst – Customer Service Operations (Executive Relations) April 2014 - June 2015
Verizon Wireless Chandler, AZ

- Worked directly with National Executive Leadership teams to identify and report on the root cause of customer's complaints and the escalation driver.
- Handled customer escalations via government agencies such as the FCC, FTC, DOJ, State Public Utilities Commission, and States Attorney Generals.
- Frequently interacted with all departments and all levels of Verizon Wireless such as, but not limited to: Legal, Public Relations, Financial Service, Corporate Security, and Customer Service.

EDUCATION

General Assembly **2016–2016**
JavaScript Development San Francisco, CA
Web Development Immersive
Arizona Western College **2005 – 2007**
Computer Information Systems Yuma, AZ
Strayer University **2012 – 2014**
Business Management Chandler, AZ