

Clifford “Bryan” Smith

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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

EXPERIENCE

Software Engineer / Implementation Consultant Pierry Inc.

July 2016 – Current
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.

CERTIFICATIONS

- Salesforce Certified Marketing Cloud Email Specialist (SU16) – Licence Number: 9034820

Full Stack Web Development Student General Assembly

March 2016 – June 2016
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 Verizon Wireless

June 2015 – March 2016
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) Verizon Wireless

April 2014 – June 2015
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

JavaScript Development

Current
San Francisco, CA

General Assembly

Web Development Immersive

2016–2016
San Francisco, CA

Arizona Western College

Computer Information Systems

2005 – 2007

Strayer University

Business Management

Yuma, AZ

2012 – 2014

Chandler, AZ