

Bryan Smith (Clifford Bryan Smith)

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SKILLS

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

EXPERIENCE

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.

Tech Support Coordinator Verizon Wireless

March 2012 – April 2014
Chandler, AZ

- Worked directly with customers to troubleshoot hardware and software issues with their wireless devices and to identify cellular network or application issues.
- Verified network provisioning and escalated network related issues to Engineering as necessary.
- Provided support and training for new hire representatives.
- Addressed customer escalations related to technical, billing, or service related concerns.

EDUCATION

General Assembly

Web Development Immersive

2016–2016
San Francisco, CA

Arizona Western College

Computer Information Systems

2005 – 2007
Yuma, AZ

Strayer University

Business Management

2012 – 2014
Chandler, AZ