

Anthony Brown

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Summary

I am a driven Web Developer that loves using innovative technology to create fun and responsive web projects. I love working with APIs and am currently learning Node.js, React, and Ruby. I have 4 years of experience in customer service and technical support.

Skills

- **Languages/Frameworks:** JavaScript, jQuery, Bootstrap, Ruby(basic)
- **Software:** Git, Postman, Zendesk, Zapier, Wordpress, Shopify, BigCommerce

Relevant Experience

Bound

Apr 2018 – Present

Technical Support Manager

- Produced customer-facing deliverables and created custom HTML/CSS/JavaScript content from customer specifications
- Corrected and debugged live code on high-profile customer websites to ensure accurate analytics and content configuration
- Effectively prioritized tickets, escalating where appropriate, while maintaining a 100% customer satisfaction rating

Rivet Works

Sept 2017 – Apr 2018

Support Specialist

- Integrated website plugin for E-commerce websites on BigCommerce, Shopify, and Wordpress platforms
- Automated support system process to improve team efficiency
- Coordinated with other departments to ensure that bugs were properly prioritized and resolved

Projects

- **Weather App:** This single-paged web application displays a user's general location and weather information, along with a background that relates to the weather.
 - **Technology Used:** JavaScript, HTML, CSS, OpenWeatherMap, IPinfo.io
- **Wikipedia Viewer:** This single-paged web application is an interface that allows users to search for Wikipedia entries.
 - **Technology Used:** JavaScript, HTML, CSS, Bootstrap, MediaWIKI

Education

- West Texas A&M University
Advertising & Public Relations B.S. Minor in Communications
Canyon, TX
2015