

Brian Devey

Committed, Creative & Driven IT Professional

📍 Henrico, VA 23238
✉ BDevey54@gmail.com
📞 (703) 203 0707

|| ABOUT ME

Service Consultant and Tier 2 Customer Support Representative with vast IT experience. Detail-oriented, dependable and organized team player with the ability to communicate effectively and efficiently with clients and co-workers alike. 8+ years of experience in the SAP SuccessFactors LMS. Major experience lies in project management, process development and refinement, application of customer service concepts, and relational problem solving. SME in LMS courseware communication standards (AICC, SCORM 1.2, SCORM 2004).

|| EXPERIENCE

SAP SuccessFactors (August 2010 – Present) *Premium Content Management, Service Consultant*

- Service consultant for as many as 38 companies in various regions (US, CA, SA, EU & APAC)
- Analyze business requirements and provide insight on the technical requirements for future needs
- Implement, troubleshoot and debug e-learning courses of various communication standards (AICC, SCORM 1.2, SCORM 2004)
- Coordinate and manage large-scale LMS courseware implementations in a timeline prior to client's Go-Live date
- Monitor and record client utilization of contracted services on a quarterly basis
- Create and maintain effective relationships with internal customers' teams and colleagues

Plateau Systems (May 2010 – August 2010) *Web Developer - Internship*

- Liaised with clients/content owners to understand requirements, manage expectations and develop a design solution
- Collaborated with project manager to define scope and prioritize requirements
- Created wireframe mockups (HTML, custom CSS, BootStrap) to ensure user experience design requirements were met
- Managed content management system
- Carried out QA tests to discover errors and optimize usability

|| SKILLS

Customer Service	<div><div></div><div></div><div></div><div></div><div></div></div> Excellent
Communication Skills	<div><div></div><div></div><div></div><div></div><div></div></div> Excellent
Leadership	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good
HTML/HTML5	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good
CSS/CSS3	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good
Graphic Design	<div><div></div><div></div><div></div><div></div><div></div></div> Good
BootStrap	<div><div></div><div></div><div></div><div></div><div></div></div> Good
Adobe Creative Suite	<div><div></div><div></div><div></div><div></div><div></div></div> Good
MS Office	<div><div></div><div></div><div></div><div></div><div></div></div> Good

|| EDUCATION

West Virginia University **B.MdS.**

Graduation Date: May 2010
Concentrations of study:

- Computer Science
- Advertising
- Communication

SAP Education Americas

- SAP HANA Introduction
- SQL Script Basics for HANA
- SAP HANA Modeling