BRITTANY HUBER PRODUCT SUPPORT SPECIALIST

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SUMMARY

Full stack web developer with a background in product support and technical troubleshooting. Recently received certificate in Full Stack Web Development through the University of Denver coding bootcamp, learning skills in Javascript, React, Express, MySql, and MongoDB. Passionate about front end development and UI/UX design. Looking forward to using my newly developed skills with an innovative team dedicated to quality and producing results.

EMPLOYMENT

Mar. 2019 to Current

RE/MAX, LLC · Product Support Specialist · Denver, CO
As a Product Support Specialist, I support the RE/MAX membership with any technical issues experienced with the products provided to RE/MAX affiliates, including issues with login credentials, data syndication, HTML discrepancies, and issues preventing the CRM from working as designed. I troubleshoot the bugs and issues experienced and collaborate with development teams to help determine trends and widespread problems. Using Salesforce, I manage the incoming tickets through a variety of channels and ensure cases are being resolved in a timely manner.

Apr. 2017 to Mar. 2019

Zillow Group · Client Engagement Specialist · Denver, CO
In my role as a Client Engagement Specialist I would connect consumers with real estate agents who had inquired about homes on the Zillow Group websites. Because of my expertise and overall success, I was also a member of the SOP Advisory Board in which I would help draft and develop standard operating procedures for our department to adhere to. The role involved some troubleshooting aspects in which I would assist both agents and consumers with issues they'd experience and when necessary escalate the issues to the appropriate departments.

EDUCATION

Sept. 2019 to Mar. 2020

University of Denver - Full Stack Bootcamp

Aug. 2007 to May 2010

University of Colorado - Boulder

SKILLS

TOOLS & TECHNOLOGIES

HTML, CSS, Javascript, jQuery, Node.js, MySQL, Sequelize, Express.js, MongoDB, Handlebars, React.js, Salesforce

PROJECTS

Feb. 2020 to Mar. 2020

StaySafe
StaySafe is a full stack web based application built with React, MongoDB, Express, and Node. StaySafe is an app designed to be used in potentially dangerous social situations, such as first dates or Craigslist exchanges. The app uses Passport.js to authenticate users after they've created an account, then users will add friends who will be able to view their location after a user starts an event, along with receive text messages from their friend when they're in need of help, such as when they need a ride, when they need a sphone call to help get them out of their situation, or when they need emergency assistance. Each text message also updates their location and sends this to the recipient so their whereabouts are known. The app is mobile response and uses Google Geocoding API to convert their coordinates to a readable address.