

BRANDON SASSIN

✉ bksassin@gmail.com 🌐 bksassin.github.io ☎ (757) 266-6642

🌐 linkedin.com/in/brandon-sassin 🔄 github.com/bksassin 📍 Virginia Beach, VA

SUMMARY

Experienced Technical Support Specialist with a solid web development background. With 5+ years of technical support experience and 2+ years as a Developer, I possess a unique skill set that enables me to excel in troubleshooting and resolving technical issues. Currently employed as a Front-end Developer at Chitra Productions, I utilize technologies such as Node.js, Angular, JavaScript, and AWS Amplify to develop software and websites for DoD contracts. I actively engage in online courses, including platforms like Coursera, where I obtained my IT Support Professional certificate through Google. Continuously embracing new software technologies like ReactJS, I am driven to expand my knowledge. I am excited to join a team of dedicated professionals, leveraging my tech support expertise to ensure exceptional user satisfaction.

SKILLS

- **Languages:** HTML, CSS, PHP, Javascript
- **Frameworks:** Angular
- **Runtime Environment:** Node.js
- **Libraries:** React, jQuery, Tailwind CSS
- **Databases:** MySQL, AWS, Google Firebase
- **Operating Systems:** Windows, Linux
- **Help Desk:** Zendesk
- **CICD:** GIT
- **CMS:** Wordpress, Drupal, Shopify



EXPERIENCE

Chitra Productions - Developer

Norfolk, VA Feb 2021 - Present

I am a member of the development team for a highly reputable and award-winning woman-owned Defense Department contractor. Our company has successfully completed numerous contracts and has earned a strong reputation in the industry

- Designed and assisted in the development of a summer internship application using Node.js, Angular, and AWS Amplify, with the capability to store hundreds of thousands of users in a secure database. I am responsible for handling emergency fixes and maintaining updates.
- As part of a small team, I contributed to the development of 200+ hours of trainee courses using Adobe Captivate, which required knowledge of JavaScript and CSS.

Inmotion Hosting - Technical Support 1E

Virginia Beach, VA Mar 2016 - 2021

As a Tier 1 expert, I provided technical support in a LAMP hosting environment to customers via incoming contacts as well as escalations from the Tech Support 1 agents. The position requires an extensive knowledge of the Linux CLI, Wordpress and all popular CMS frameworks, and coding languages like HTML, CSS, and Javascript.

- Used Linux CLI to simultaneously troubleshoot website, email and server issues via phone, chat and tickets.
- Provided support in basic CMS, server and email configuration.
- WordPress site maintenance including installs, backups, restorations and troubleshooting.
- Managed DNS configuration and troubleshooting.