

# Brittany Davis

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## EXPERIENCE

### **Wyncode Academy, Wynwood, FL — *Web Developer***

Full Stack Web Development Bootcamp

MAY 2018 - AUGUST 2018

- Developed and designed Beat Making Lab, an app to be used by beginning beat makers for a one-stop-shop for all things related to making beats.
- There are embedded YouTube tutorials, information about selling or competing with your beats, sound packs, as well as a feature that allows users to upload sounds and upload and downvote others'

### **JPay – A Securus Technologies Company, Miramar, FL — *Technical Support Facility Service Representative***

MAY 2017 - MAY 2018

- Replying to incoming written client inquiries while providing excellent customer service
- Documenting and reporting technological anomalies through proper departments and channels with information from data collected from personal client communications and research
- Providing troubleshooting steps for device troubles to questioning clients and customers Staying up to date with software release bugs/fixes and new features while keeping an efficient knowledge of products
- Awarded a certificate for being a JPay.com Star Performer in recognition of excellent customer service for conduct becoming a JPay Inmate Support genius

### **World Patent Marketing, Miami Beach, FL — *Project Manager***

MAY 2016 – AUGUST 2016

- Listening to clients' ideas and inventions and guiding them through the patent process through email and phone call
- Setting up client meetings, meetings with legal liaisons, and investors to discuss client potential
- Answering client phone calls and inquiries and reporting using the company's CRM software
- Closing deals and taking money over the phone in the final stages of project execution

## EDUCATION

### **Dr. Michael M. Krop Senior High School**

High School Diploma

JUNE 2010

### **Wyncode Academy, Wynwood, FL**

Full Stack Web Development Certificate

AUGUST 2018

- Learned both front-end and back-end web technologies, such as React and Ruby on Rails
- Learned about Agile management and different strategies for growing startups and managing developers.

## TECHNOLOGIES

React

Ruby

Ruby on Rails

Sinatra

JavaScript

jQuery/AJAX

HTML /CSS

Agile/SCRUM

Test Driven Development

Object Oriented Programing

Postgresql

Microsoft SQL.

## OTHER SKILLS

Excellent MS Excel Skills

Customer Service

Problem Solving

Adaptability

Communication

Teamwork