BRIAN NICHOLAS KING

Leland, NC
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Portfolio: *bnk5532.github.io/BNK-Port-v2*

SUMMARY

Full Stack Web Developer with a background in business administration, anthropology, dashboard reporting and an increasingly wide range of interests and achievements. An enthusiastic problem solver with a knack for simple, yet eloquent solutions to complex business problems and a love for creating new tools and resources that are user-friendly, interactive and appealing to an even broader audience of end-users. Insightful and strategic partner with an MBA degree conferred with honors and a recent graduate of The Coding Boot Camp at UNC-Chapel Hill.

TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, SQL.

Concepts: Responsive Design, Big O Notation, TDD, Agile Development, Data Structures, Security & Session Storage, Local Storage, User Authentication and Database Management.

Tools: Bootstrap, Bulma, Materialize, Handlebars, MERN stack (MongoDB, Express.js, React.js, Node.js), React Router, Apollo GraphQL, Heroku, Inquirer CLI, JWT, Insomnia, Git, GitHub, GitHub Gists, Google Data Studio, MySQL, NoSQL, NPM packages, VS Code, Google Suite, and Microsoft Office.

RELEVANT EXPERIENCE

Sr. Analyst - HQ Operations   2020 – 2022
Verizon   Wilmington, NC

Primarily responsible for any and all reporting with regard to absenteeism and leave-related data for a Sr. Manager, Director, and Vice President audience for the entire U.S.-based Customer Service, Tech and Specialty workgroups.

Key Accomplishments:
- *Recipient of the 2021 Operations Trailblazer Award for individual contributions that directly influenced enterprise-wide change in business intel tools.*
- *Efforts credited with having significantly improved stakeholder buy-in and utilization of refreshed reporting interfaces, which delivered downstream improvement in data integrity and leader efficiencies.*
- *New dashboards made data more consumable with interactive visualizations of KPIs as related to the overall impacts of absenteeism on the business, its financials, shrink, and other strategic priorities.*

Coordinator - HQ Operations   2016 – 2020
Verizon   Wilmington, NC

Operated at the leading edge of a risk management team, partnered with call center business leaders, operations, and HR to ensure accurate time-keeping practices, leave-of-absence (LOA) claim reporting to vendors and adherence to headquarters HR corporate guidelines and compliance with Federal and State laws.

Key Accomplishments:
- *Interfaced closely with partners in HR, business leaders and vendors to ensure smooth administration of absenteeism, timesheet auditing, and leave management.*
- *Member of a small team whose efforts were credited with having saved tens of millions of dollars annually through timesheet auditing and limiting legal exposure through careful attention and application of HR guidelines, and protections guaranteed by law, for the domestic customer service, technical support and social media workgroups accounting for over 11,000 employees.*

Analyst - Field Operations   2014 – 2016

Verizon   Wilmington, NC

Served as the project administrator on a small specialized team that prioritized the implementation of a digital platform that promoted ideal behaviors as identified or aligned with the business objectives of the contact center call-taking population.

Key Accomplishments:
- *Successfully launched the new gamification platform onsite for the WIlmington, NC call center that was home to 1,200 corporate employees, and eventually took on the Charleston, SC call center and supported an additional 1,000 employees in a remote capacity.*

PROJECTS

Portfolio │ github.com/bnk5532/BNK-Port-v2 │ bnk5532.github.io/BNK-Port-v2
- *The latest iteration of Brian's portfolio, which demonstrates a strong command of a responsive, mobile-first, React application to showcase his individual and group web development projects and achievements.*
- *Individual project. Responsible for total application design and development.*
- *Tools & Languages: HTML5, CSS, JavaScript, React-bootstrap, Font Awesome.*

PilotHub │ github.com/bnk5532/PilotHub │ jonbullin84.github.io/PilotHub/
- *An MVP app developed in less than 2 weeks intended to help aviators quickly retrieve relevant airport data, weather and nearby accommodation, restaurant and entertainment information with a single IATA code (airport identifier) input.*
- *Group project. Individual core responsibilities were to build out the front-end, style with a free CSS framework (Materialize), research/test third-party APIs, and build the back-end to support GET requests to populate data and prove the concept.*
- *Tools & Languages: HTML5, CSS, JavaScript, Materialize CSS.*

Pawfect Friends │ github.com/bnk5532/Pawfect-Friends │ pawfect-friends-app.herokuapp.com/
- *A full-stack app with a unique twist on the social media experience for pets and their owners to connect and interact with others.*
- *Group project. Individual core responsibilities were to build out the front-end, style with a free CSS framework (Bulma), build Handlebars main and partials while coordinating with the needs of back-end contributors for the project.*
- *Tools & Languages: HTML5, CSS, JavaScript, Bulma CSS, Font Awesome, NPM packages: bcrypt, connect-session-sequelize, dotenv, express, express-handlebars, express-session, mysql2, sequelize, sort-array.*

EDUCATION

Boot Camp Certificate: University of North Carolina – Chapel Hill, *Chapel Hill, NC, 2022.*
A 24-week intensive program focused on gaining technical programming skills in front-end and back-end technologies including HTML, CSS, JavaScript, jQuery, Bootstrap, React.js. Node.js, Express.js, Database Theory, MySQL, NoSQL (MongoDB), Command Line, and Git. Between live instructional time, asynchronous material, group projects, and individual assignments, learners spend 450+ hours on program content.

Master of Business Administration: Strayer University, *Washington, D.C., 2012.*
Concentration: Acquisitions.
Conferred with honors.

Bachelor of Arts: University of North Carolina – Wilmington, *Wilmington, NC, 2008.*
Major: Anthropology.
Minor: Forensic Science.
Lambda Alpha Honors Society Lifetime Member.

PROFESSIONAL DEVELOPMENT

Verizon Scrum Master │ Verizon Agile Mindset Program │ Verizon Lean Six Sigma (VLSS) │ Verizon Project & Management Fundamentals │ Udemy.com – JavaScript Algorithms & Data Structures Masterclass