

Brian Geertsma

briang.xyz | linkedin.com/in/brian-geertsma

Experience

UKG - Product Support Representative III

Weston, FL June 2023 - Present

- Supported 300+ clients, resolving 120+ cases monthly by troubleshooting complex technical issues, enhancing efficiency and customer satisfaction.
- Designed SQL queries to resolve data discrepancies in PTO, earnings, and deduction calculations.
- Mentored teammates through open office hours, fostering collaboration, improving problem-solving, and strengthening team performance.

Apple Inc.

Remote & Aventura, FL

Service Support(April 2020 - April 2021), Specialist (April 2021 - July 2021), Expert (July 2021 - June 2023)

- Advanced from Service Support to Expert, resolving complex technical challenges and providing exceptional support across multiple channels.
- Delivered solutions with empathy in high-pressure environments, improving customer outcomes and satisfaction.
- Led training and performance initiatives during product launches, cultivating leadership and continuous improvement.

Best Buy - Apple Pro, Computing

Davie, FL May 2019 - April 2020

- Provided tailored advice on Apple products, optimizing client solutions and enhancing the customer experience.
- Maintained an organized, visually appealing sales floor, driving sales performance and improving the shopping experience.

Education

Florida International University

Miami, FL

Bachelor of Arts, Computer Science

Expected August 2026

University of Miami

Miami, FL

Certificate, Full-Stack Development Bootcamp

November 2022

McFatter Technical

Davie, FL

Certificate, Java Development & Programming

August 2021

Broward College

Davie, FL

Associates Degree

August 2016

Professional Projects

Real Chat - real-chat

- Built a scalable, real-time chat app with Next.js, Vite, React, TypeScript, TailwindCSS, PostgreSQL, and PocketBase for backend. Deployed on a Vultr VPS with Debian 12 for stability.

Flavia's Sweets - flaviasweets.com

- Designed and developed a promotional website focused on user experience, using modern web tech and SEO to boost online visibility and engagement.

SushiSite - sushii-site

- Created a visually appealing, responsive website with HTML, CSS, and JavaScript, delivering a modern, user-friendly experience.

Skills & Interests

Technical Skills

- **Languages & Frameworks:** JavaScript, TypeScript, Python, SQL, React, HTML, CSS, Bash
- **Tools & Platforms:** GitHub, Docker, Salesforce, Linux, Windows, macOS, iOS, Android, Vim
- **Software & Productivity:** Microsoft Office, Google Docs, iWork (Pages, Numbers, Keynote), CLI
- **Database & Backend:** SQL (PostgreSQL, MySQL, SQLite), API Integration, PocketBase, Firebase

Soft Skills

- Strong written and verbal communication skills, skilled at simplifying complex technical issues into clear, actionable steps for customers and teams.
- Self-motivated, collaborative problem-solver—capable of independent troubleshooting and proactive learning while supporting team goals.
- Quick to learn new technologies and concepts, with a focus on continuous growth, especially within the Microsoft ecosystem.
- Committed to integrity and transparency, maintaining a high ethical standard in all customer and team interactions.
- Customer-focused approach to issue resolution, building rapport and trust through proactive communication and a dedication to exceeding expectations.

Interests - Mechanical keyboards, weightlifting, cycling, chess puzzles, programming, reading novels.