

Brian Geertsma

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

Experience

UKG - Product Support Representative III

Weston, FL June 2023 - Present

- Supported over 300 clients and resolved over 120 cases monthly, solving complex technical issues through advanced troubleshooting and teamwork to improve efficiency and customer satisfaction.
- Created custom SQL queries to fix data issues and help with PTO, earnings, and deduction calculations.
- Trained and mentored teammates by leading open office hours, offering support for cases and product questions, which strengthened our team's problem-solving abilities and promoted collaboration and a sense of community.

Apple Inc.

Remote & Aventura, FL

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

- Progressed from Service Support to Expert, handling complex technical challenges and delivering outstanding customer support across multiple channels.
- Showcased adaptability and problem-solving in fast-paced settings, effectively communicating solutions with empathy and professionalism.
- Led product launch training and performance initiatives, building leadership skills and fostering continuous learning and improvement.

Best Buy - Apple Pro, Computing

Davie, FL May 2019 - April 2020

- Provided expert advice on Apple products, customizing solutions to meet client needs and elevating the customer experience.
- Kept the sales floor organized and visually appealing, enhancing the shopping experience and boosting sales performance.

Education

Florida International University

Bachelor of Arts, Computer Science

Miami, FL

Expected August 2026

University of Miami

Certificate, Full-Stack Development Bootcamp

Miami, FL

November 2022

McFatter Technical

Certificate, Java Development & Programming

Davie, FL

August 2021

Broward College

Associates Degree

Davie, FL

August 2016

Professional Projects

Real Chat - [real-chat](https://real-chat.com)

- 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](https://sushii-site.com)

- 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.