Brittney Jackson

Phone (860)798-0366 **Email** brnjackson@yahoo.com

Summary

Currently seeking opportunity to pursue my passion for technology by designing and programming dynamic web applications and software. Fast learner with strong technical skills gained through years of education and personal experience. Striving to obtain a role as a Software Engineer or Frontend Developer.

Portfolio https://brittneyjackson.com
LinkedIn https://www.linkedin.com/in/brittney-jackson-24982a63/
GitHub https://github.com/brnjackson

Technical Skills

- HTML5
- CSS
- JavaScript
- Python
- React.js
- MySQL
- Git
- Node.js
- Restful APIs
- Adobe Creative Suite
- Microsoft Office

Soft Skills

- Customer service
- Time management
- Communication
- Organization
- Problem solving

Education

June 2009 – June 2015
B.S Graphics Technology
Central Connecticut State University

June 2021 – October 2021
Web Development Certificate
University of Hartford with Stack Education

Projects

- Developed a dashboard that uses a backend database to display customer information and send SMS messages based on customer criteria

- Collaborated with a Project Coordinator employed with Privy, an ecommerce marketing platform for online brands

- Frameworks used: React.js, Express, Node.js, Twilio, Bootstrap, MySQL, HTML, CSS, Javascript

Internships

Web Design: Assisted an upcoming roofing company with their website design using HTML and CSS. Also implemented an ecommerce system in which the company was successful with selling their products

Graphic Design: Created digital marketing for a local skincare company. Daily tasks included designing email marketing campaigns, product labels and advertisements

Work Experience

June 2017 – Current
Customer Care Representative *Connecticut Natural Gas*

- Providing exceptional customer service, which includes but is not limited to, de-escalating situations with angry or concerned customers and educating them on our business processes
- Troubleshooting errors and addressing complaints regarding the CNG website
- Navigating through different software to find information requested by both customers and management

March 2016 – June 2017
Customer Service Representative/Technical Support *StubHub*

- Worked as a customer service representative assisting customers with the process of purchasing and selling event tickets (March 2016 – December 2016)
- Cross-trained in the Technical Support department, which included reporting widespread technical issues with the StubHub website and employee systems using platforms like Jira and Workforce (January 2017 – June 2017)
- Communicated with different departments, such as Case Management and Executive Claims, to advise of resolution or updates on the status of reported issues

August 2012 – November 2012 – Seasonal Role
Graphic Designer *Bridge Communications*

- Implemented use of programs such as Adobe InDesign and Quark Xpress to produce mailers for political candidates in different states including Hawaii and New York
- Worked in a highly productive environment, which consisted of long hours and creating content at a fast pace