

Brittney Jackson

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Summary

A dedicated individual with a strong background in Customer Service looking to make a career change into a position as a Web Developer, Software Engineer or a position that requires a working knowledge of technical discipline.

LinkedIn <https://www.linkedin.com/in/brittney-jackson-24982a63/>

GitHub <https://github.com/brnjackson>

Skills

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

Technical Skills

- HTML5
- CSS
- Javascript
- React.js
- MySQL
- Git
- Node.js
- Restful APIs
- Adobe Creative Suite

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