

Brett S. Walker

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Summary

Passionate about developing innovative and user-centric solutions while pursuing opportunities that use web tech and app platforms to make people's everyday life easier. Caltech and Georgia Tech educated Web Developer with 15 years of versatile technology experience in software development, network architecture and cloud computing. Expertise in application and software development across program platforms and languages such as HTML, CSS, JavaScript, jQuery, MERN, and GitHub. Broad exposure to multiple technology verticals along with a wide set of abilities and skills allows high performance within businesses at all levels of maturity.

Skills

JavaScript (Advanced) • HTML • CSS • MERN (Mongo / MySQL • Express • React • Node.js) • jQuery • Bootstrap
REST API • SQL • C# • C • .NET • NICE • LabVIEW
Microsoft Certified Professional • Microsoft Office super-efficient
Knowledge of UNIX, Lotus Notes, HTML, C++ , MAC OS
15+ years' experience LAN/WAN, Networking, Wireless, PBX, VPN
Certified Cisco Network Associate (Feb. 2009)
VoIP Telephony Systems (ShoreTel & Covad) – Global IT Organization

Software Development Experience

Brett Walker Web Works

Atlanta, GA

March 2018 – present

Full Stack Web Developer / Owner

Build and maintain websites for small businesses, non-profits, and private individuals. Prospecting and networking to create new business opportunities.

Project Work:

- Website design and build
- Custom website administration & deployment (Westport Development)
- Technology consulting and implementation
- See sample work at bwwwebworks.com (HTML, CSS, jQuery, APIs, MERN – Mongo/MySQL, Express, React, Node.js)

Motorola Life Sciences/Clinical Micro Sensors

Pasadena, CA

1998 – 2005

Software Developer/Engineer (1999-2001) IT Manager/Systems Engineer (2001-2005), Lab Technician (1998-1999),

- Designed and wrote LabVIEW software application for electrical scanning of DNA microchips. Created FDA-compliant requirements for the program, and developed the documentation for the same.
- Managed IT department providing complete range of solutions, including backups and offsite storage, security, server, network, and WAN/LAN installation, configuration and maintenance for Windows servers in six cities across three states. Work included FDA compliant documentation following 21 CFR Part 11.
- Conducted customer service reviews and operations reporting to senior management
- Led team of desktop support technicians and network support staff and coordinated all team activities

Technology Application Experience

Wells Fargo

Atlanta, GA

Aug 2017 – March 2018

Application Systems Engineer

Manage vendor relationship and drive deployment of interaction recording and analytics solutions for 50,000 call center agents.

Project Work:

- Manage multiple lab systems for testing recording and analytics applications for on-time and in-budget delivery to business users. Prepare technical documentation
- Resolve issues related to system outages, product alarms and customer escalations by coordinating vendor and internal stakeholder activities in alignment with organizational priorities
- Design and upgrade servers to meet vendor and customer requirements for telephony and analytics solution installation, including Windows Server OS, Microsoft SQL & IIS, XSLT & XML administration. System testing and remediation

NICE

Atlanta, GA

July 2007 – July 2017

Implementation Engineer (2007-2011); Professional Services Engineer

Manage client relationships and drive cross functional project teams in deployment of interaction recording and analytics solutions to enhance customer experience of fortune 100 companies. Complex systems configuration and customizations

Project Work:

- Serve as conduit between international project teams and client technology teams to diagnose and resolve complex technology challenges
- Communicate new product features including cutting edge technology solutions, such as real time authentication to internal and external stakeholders across levels and countries
- Respond to recording, IVR, Windows and NICE application system outages, product alarms and customer escalations
- Design and implement telephony and custom analysis solutions to enable successful deployment of innovative product to customer environment, including data analytics and troubleshooting with Windows Scripts and Microsoft SQL
- Identify knowledge gaps in young technology team members and lead training of junior resources and new hires

True Net Computer

Dallas, TX

2006 – 2007

Service Support Manager

- Managed IT services for small business and private homes including internet installation, network support and system troubleshooting
- Served as interface between technology providers and customers resolving complex network and application issues

3 G Communications

Los Angeles, CA

2005 – 2006

Converged Networks Engineer

- Conducted network installation from cabling to activation & testing
- Developed and put in place processes (SOPs) to ensure high quality customer experience and limited rework

Independent Stave Company

Salem, MO

1995

Winner of \$20,000 High School Scholarship working for a local business

- Found process flow & solution creation. Incepted a way to optimize how 10' lumber was cut into staves for whiskey & wine barrels. Wrote a tool in MS BASIC. Reduced waste by 2%, saving six figures per year.

Education

California Institute of Technology

Pasadena, CA

Georgia Institute of Technology – Full Stack Web Dev

Atlanta, GA

Additional

High School Valedictorian – class of 175 students in Missouri

Language Skills: English (Native), German (Conversational), Spanish (Basic)