

# Brian W. Brown

*Seeking to continue a new career in software development, with experience and excitement to work both in UI/UX environments, as well as backend frameworks and cloud services. Multifaceted background with proven excellence and 20+ years experience of customer satisfaction. Detail-oriented and highly skilled at improving the quality and efficiency of many processes in customer experience. Offering a highly professional attitude, excellent communication skills, and adaptable expertise in customer loyalty and engagement.*

## Areas of Expertise

<ul style="list-style-type: none"><li>• Efficient Code Writing</li><li>• Critical Thinking</li><li>• Software Debugging</li></ul>	<ul style="list-style-type: none"><li>• Customer Satisfaction</li><li>• Teambuilding &amp; Training</li><li>• Customer Service Management</li></ul>	<ul style="list-style-type: none"><li>• Conflict Management</li><li>• Technical Troubleshooting</li><li>• Merchandising Expert</li></ul>
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## Technical Proficiencies

**Programming Languages:** JavaScript, SQL, HTML, CSS, Typescript, Java

**Frameworks:** Node JS, React JS, Angular, Spring Boot JPA

**Tools/Libraries:** Redux, Hooks, GitHub, Express, Excel, Angular Material, Bootstrap, Font Awesome

**Key Skills:** Object Oriented Programming, Troubleshooting, Web Application Design, Website Building, Database Administration

## Professional Experience

### IT Consultant - York Solutions, Longmont, CO (Remote)

**11/2022– Present**

Full-stack training in Typescript, Angular, Java and SpringBoot. Built multiple fully functional apps from the ground up, both in a solo learning environment, and as co-leader of a team of developers. Fully utilizing 18 months of self taught coding to go above and beyond requirements in a cohort of 40+ consultants.

- Learning from, and mentoring fellow consultants while using all resources at hand to quickly absorb and utilize the curriculum.
- Continued learning from an online Computer Science course (CSX50) through EDX and Harvard.
- Using practiced methods of collaboration and communication in a team environment, to develop and deliver a completed online webstore mockup.

### Retail Merchandiser - ActionLink, Longmont, CO

**7/2022–11/ 2022**

Schedule and perform audits, resets, maintenance, and troubleshooting of in-store displays for several major brands of electronics in all big box retail stores. Work with store management teams to resolve any issues in signing, pricing or stock, and ensure a positive customer experience with the represented brand's offerings.

- Technical troubleshooting expertise and a “one stop” attitude to resolve issues quickly while keeping stakeholder costs down.
- Professional appearance and customer friendly attitude while working, to maintain and improve represented brand loyalty.
- Concise communication in visit notes to clearly convey issues, with appropriate photos, to ensure quick turnaround on resolutions.

### Personal Shopper & Delivery Driver - Spark, Longmont, CO

**2021 – 2022**

Receive, shop, and deliver grocery orders while driving between 200 and 300 miles per week. Pick orders as per instructions while making appropriate substitutions, choosing high-quality produce, and maximizing customer value. Package goods and load vehicles in addition to planning daily routes. Unload parcels and deliver them directly to clients in both residential and industrial areas.

- Retain a high rate of customer satisfaction and consistently exceed metrics.
- Maintain strong relationships with multiple businesses to ensure smooth process and timely delivery.

### **Installation/Measure Technician - Nebraska Furniture Mart, The Colony, TX**

**2015-2021**

Directed end-to-end process of installing luxury kitchen appliances in client homes and business locations. Visited sites and performed thorough observations of spaces, including noting measurements of existing cabinets/furniture and troubleshooting all aspects of the installation process. Coordinated installation by writing/distributing detailed notes to internal and external stakeholders while facilitating smooth processes. Established trusted relationships with customers and internal sales representatives.

- Promoted within the role to become Primary Measure Agent due to excellent performance and in-depth knowledge.
- Augmented customer loyalty and upheld high KPIs while championing client needs by resolving issues and assisting in finding alternative options.
- Consistently received unbeatable top score reviews.
- Upheld zero damage claims rate and averaged less than two errors per 100 inspections.
- Complied with industry best practices by consistently conducting self-study on plumbing and electrical trades.

### **Price & Presentation Team Lead -Target Stores, Carrollton, Texas**

**2001 – 2015**

Spearheaded price change and presentation department while leading a team of up to 12 personnel. Orchestrated departmental resets and supported completion of large Point of Sale (POS) signing projects. Served as key holder and performed opening/closing procedures. Produced work schedules based on business needs and delegated tasks. Recruited, pre-screened, interviewed, and selected employees in addition to overseeing performance management and growth/training.

- Exceeded team and individual goals while quickly adapting to changing business needs.
- Established and facilitated training for executive-level employees.
- Retained best Planogram KPIs across 40 stores and highest price accuracy among 81 stores.

## **Education & Certifications**

### **July-October 2021-Certified Completion**

**Udemy-Zero to Mastery series:** Full Stack Web Development, APIs and Data Structure

### **January-March 2022-Certified Completion**

**freeCodeCamp:** Responsive Web Design, JavaScript Algorithms, Front End Libraries