

Devyn Holman

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PROFESSIONAL EXPERIENCE:

The Iron Yard, Houston, TX

February 2016 – April 2016

Front-End Developer- Student

- Build responsive, scalable, and modular web applications
- Proficient in HTML, CSS, Sass, and Javascript
- Implement Javascript MVC frameworks and libraries, such as, ReactJS, Backbone.js, jQuery
- Analyze and Debug code with great attention to detail
- Integrate RESTful JSON API's into projects
- Apply Firebase to build data tables and add data persistence layer to web apps
- Pushed and pulled projects to Github
- Assisted in mock-up's and wireframes for web and mobile applications

Technip USA Inc., Houston, TX

January 2012 – January 2016

Technical Analyst

- Provide support of Base Units, Windows Operating Systems and Workstations
- Collaborate with a team of seven to troubleshoot and resolve issues related to computer software, Lotus Notes/ Outlook email, and engineering programs for a user base of 3,500
- Facilitate Video Conferencing
- Maintain an incoming call answer rate above 90%
- Provide excellent customer service to improve end-user satisfaction
- Analyze, update, and resolve web incidents created by customers in ServiceNow ticketing system daily
- Compose several articles for an IT knowledge base system and contribute to Safety Awareness campaign
- Responsible for Active Directory account termination processes and granting / removing folder permissions for new and terminated employees
- Manage Client FTP websites and wireless network accounts
- Proficient in Microsoft Office Suite 2003 – 2013, Citrix applications, VPN, Remote Desktop Apps, and Cisco Call Manager
- Attend and contribute to bi-weekly team meetings
- Assist with training of new employees
- Organize team building events

Best Buy, Cypress, TX

June 2008 – December 2011

Geek Squad Counter Intelligence Agent (Computer Technician)

- Diagnose and repair computer and network peripherals
- Multi-task to resolve computer issues in a fast paced environment
- Remain organized despite taking on several tasks simultaneously
- Keep customer information confidential and protected
- Record and utilize descriptive notes in order to re-communicate them to the team
- Oversee the shipping and receiving of customers' merchandise in order to ensure prompt delivery
- Filing customer documentation while notifying customers through each stage from order initiation to product or service delivery.

EDUCATION:

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| • August 2013- 2016 | University of Houston Downtown- Studied MIS | Houston, TX |
| • May 2013 | Associate of Arts - Lone Star Community College | Cypress, TX |