

Lloyd F Barnes, II

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Front end web developer leveraging background in technical support provide unique perspectives on how end-users interact with websites and software platforms. Earned a certificate in Full Stack Web Development from Southern Methodist University BootCamp. Innovative problem-solver who is passionate about developing apps with a focus on mobile-first design and development. Strengths in teamwork and building projects from ideation to execution.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, SQL

Applications: GitHub, MySQL

Tools: Express, Node, Query, Bootstrap

PROJECTS

Code Generator | **Written Link to GitHub** | **Written Link to deployed project**

- Summary: Creates random codes and passwords for a user.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap

Note Taker | **Written Link to GitHub** | **Written Link to deployed project**

- Summary: Create and delete notes in this application .
- Role: Sole author
- Tools: Express, MySQL, JavaScript

Restaurants and Recipes | **Written Link to GitHub** | **Written Link to deployed project**

- Summary: Search for local restaurants and recipes.
- Role: Front end designer
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap
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EXPERIENCE

Technical Support Advisor

Apple

2015- present

Dallas, TX

Provided technical support via chat and email to customers worldwide.

Key accomplishments:

- Analyzed and resolved complex technical issues while multitasking across multiple systems and applications.
- Collaborated with team members on ways to provide excellent support to all users and customers
- Trained team members on products and

Wire Technician

2013-2015

AT&T**Madison, MS**

Planned and strategized the installation and repair of internet, VoIP, and IPTV services, meeting deadlines and multitasking with minimal supervision.

Key accomplishments:

- Educated customers about service features and products while providing excellent customer service; communicating conceptual ideas clearly and effectively.
- Completed computer set up, installed applications/software and configure mobile devices for customers.
- Communicated with Tier 2 to resolve issues related to profile changes, porting of phone numbers, and order due dates.

EDUCATION

Certificate, Full Stack Web Development-	Southern Methodist University	Dallas, TX
Master of Science, Technology Education-	Jackson State University	Jackson, MS
Bachelor of Science, Interdisciplinary Studies-	Jackson State University	Jackson, MS