

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

Password Generator | [/Password_Generator Repo](#) | [/Password_Generator/app](#)

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

Weather Dashboard | [/WeatherDashboard Repo](#) | [/WeatherDashboard/app](#)

- Summary: Search and view a city's current weather information.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap

Restaurants and Recipes | [/Restaurants_and_Recipes Repo](#) | [/Restaurants_and_Recipes/app/](#)

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

EXPERIENCE

Technical Support Advisor

Apple

2015- present

Dallas, TX

Top performing technical advisor providing excellent support for customers worldwide.

Key accomplishments:

- Recognized in organization as top performer for analyzing and resolving 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 while maintaining or exceeding customer satisfaction on surveys.

Wire Technician

AT&T

2013-2015

Madison, MS

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

Key accomplishments:

- Satisfied customers about service features and products while providing excellent customer service in every customer survey.
- Became the training technician after 6 months for all new technicians at location/hub.

- Completed computer setup, installed applications/software and configured mobile devices for customers in a timely manner.

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