Lloyd F Barnes, II
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LinkedIn: https://www.linkedin.com/in/lloyd-barnes-4528a9ba/ |Portfolio: https://lbarnes86.github.io/responsivenessPortfolio/ | GitHub: https://github.com/lbarnes86

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 Camp. 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 | https://github.com/lbarnes86/Password_Generator | https://lbarnes86.github.io/Password_Generator/
- Summary: Creates random codes and passwords for a user.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap

Weather Dashboard | https://github.com/lbarnes86/WeatherDashboard | https://lbarnes86.github.io/WeatherDashboard/
- Summary: Search and view a city's current weather information.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap

Restaurants and Recipes | https://github.com/lbarnes86/Restaurants_and_Recipes | https://lbarnes86.github.io/Restaurants_and_Recipes/
- Summary: Search for local restaurants and recipes.
- Role: Front end designer
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap

EXPERIENCE

Technical Support Advisor   **2015- present**
Apple   **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   **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:

- 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