

Michael Brooks

Web Developer

Self-taught, self-motivated learner.

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WORK EXPERIENCE

Client Success Engineer CHILI Publish

12/2021 - Present

Remote

CHILI Publish is a company selling digital automation.

Achievements/Tasks

- Leveraged web developer knowledge to lead and support clients to thrive while integrating our product.
- Constructed reliable proof of concepts for clients by writing clean, readable, and maintainable code.
- Managed customers data regarding our product through Azure by utilizing Azure's blob storage and file shares.
- Showcased correct usage of our API by creating example HTTP requests.
- Effectively troubleshooted API issues reported by clients.
- Increased customer satisfaction from less than 80% to 93%.
- Skills Used: HTML, CSS, JavaScript, Node.js, API integration, and Azure.

Technical Support Engineer Sykes Enterprises

07/2021 - 10/2021

Remote

Achievements/Tasks

- Excelled at providing excellent technical support.
- Troubleshooted clients issues accurately and efficiently.
- Created bug tickets for issues that required changing source code to fix.
- Had an average handle time 10% better than company average.

Customer Service Representative VayK Gear

05/2021 - 06/2021

Remote

Beach Gear Rental Company

Achievements/Tasks

- Provided top tier customer service to all.
- Handled customer issues by taking calls and creating/handling tickets.
- Calmed irate customers by being sympathetic and patient.
- Improved and reflected feedback given at weekly reviews.

EDUCATION

High School Northside High School

07/2017 - 05/2021

Columbus, GA

SKILLS

API Development

Node.js

JavaScript

CSS

HTML

Web Development

Django

Python

Azure

C++

SQL

QT

Linux

Bash

PERSONAL PROJECTS

Pleaser Website (10/2021 - 11/2021)

- Experimented in designing websites first in Photoshop then recreating using clean HTML, CSS, and JavaScript.
- Freelanced project created as a hub for fans of Pleaser.
- First feedback relationship experienced in development.

Portfolio Website 2 (09/2021 - 10/2021)

- Completely refactored first portfolio to look more modern.
- Reinforced skills used in the previous portfolio website while implementing new ones (JavaScript).
- Back end made using Python and Django.

Portfolio Website 1 (04/2021 - 05/2021)

- Created website base with HTML.
- Styled website with CSS.
- Hosted website by creating a server on a virtual machine hosted by Linode.
- Programmed websites backend in Django.

C++ GUI calculator APP (02/2021 - 03/2021)

- Created user interface for APP with QT
- Created logic for the calculator with contained functions
- Styled user interface for APP with CSS

Python API APP (06/2020 - 11/2020)

- Created simple GUI with tkinter package.
- Handled API requests with Python's built in request object.
- Utilized NASA's Astronomy Picture Of the Day API to get pictures for the app.