Michael Brooks

Web Developer

Passionate Support Engineer

✉ michaelbrooks6897@gmail.com 📱 7063667365

📍 Columbus, United States 🖥 portfolio.michaelgbrooks.com/

in linkedin.com/in/michael-brooksengineer ⧉ github.com/michaelbrooks1234

WORK EXPERIENCE

Client Success Engineer
CHILI Publish

12/2021 - Present   *Remote*

CHILI Publish is a company selling digital automation.

Achievements/Tasks

- Leveraged Node.js and the vast variety of libraries in npm to create high functionality scripts that could be re-used efficiently.
- Fully developed web app integrations of the product with React and TypeScript packaged into an electron app for easy distribution.
- 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 REST calls utilizing node.js and fetch.
- 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.
- Document customer interactions and escalate issues that do not have a known resolution

Customer Service Representative
VayK Gear

05/2021 - 06/2021   *Remote*

Beach Gear Rental Company

Achievements/Tasks

- Provided top tier customer service.
- 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 React

Data Structures & Algorithms

PERSONAL PROJECTS

SQL Visual Editor (09/2022 - Present)

- Created a GUI app that allowed interaction with an SQLite database.
- Users can create new databases and manage the tables within them.
- New tables and rows in tables can be created, as well as editing all specific values (except primary_key)
- Primary key is automatically created and maintained when adding new rows.
- App created in Python with Python libraries (SQLite, Tkinter)

Portfolio (React) (08/2022 - Present)

- Constructed the web app with React, and TypeScript and deployed via Netlify, creating a clean and simple website.
- Maintained website by updating HTML & CSS elements for accuracy and design purposes.
- Managed project with git and GitHub for deploying and keeping track of development cycle.

Pleaser Website (10/2021 - 11/2021)

- Experimented in designing websites first in Photoshop then recreating using clean HTML,CSS, and JavaScript.
- Utilized Django features such as the admin page for managing site.
- Technologies used:Django, Python, Javascript, Linux

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

- Created logic for the calculator with contained functions
- Styled user interface for APP with CSS
- Technologies Used: C++, QT

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

- Created simple GUI with tkinter package.
- Handled API requests with Pythons built in request object.
- Utilized NASAs Astronomy Picture Of the Day API to get pictures for the app.
- Technologies: Python, Tkinter, APIs