Brian Lastname

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Experience

Company - Job Title   City, State June 2023 - Present
- Supported 300+ clients, resolving 120+ cases monthly by troubleshooting complex technical issues, enhancing efficiency and customer satisfaction.
- Designed SQL queries to resolve data discrepancies in PTO, earnings, and deduction calculations.
- Mentored teammates through open office hours, fostering collaboration, improving problem-solving, and strengthening team performance.

Company   Remote & City, State
Job Title (April 2020 - April 2021), Job Title (April 2021 - July 2021), Job Title (July 2021 - June 2023)
- Advanced from Service Support to Expert, resolving complex technical challenges and providing exceptional support across multiple channels.
- Delivered solutions with empathy in high-pressure environments, improving customer outcomes and satisfaction.
- Led training and performance initiatives during product launches, cultivating leadership and continuous improvement.

Company - Job Title   City, State May 2019 - April 2020
- Provided tailored advice on Apple products, optimizing client solutions and enhancing the customer experience.
- Maintained an organized, visually appealing sales floor, driving sales performance and improving the shopping experience.

Education

School   City,State
Bachelor of Arts, Computer Science   Expected August 2026
School   City,State
Certificate, Full-Stack Development Bootcamp   November 2022
School   City,State
Certificate, Java Development & Programming   August 2021
School   City,State
Associates Degree   August 2016

Professional Projects

Real Chat - real-chat
- Built a scalable, real-time chat app with Next.js, Vite, React, TypeScript, TailwindCSS, PostgreSQL, and PocketBase for backend. Deployed on a Vultr VPS with Debian 12 for stability.

Flavia's Sweets - flaviasweets.com
- Designed and developed a promotional website focused on user experience, using modern web tech and SEO to boost online visibility and engagement.

SushiSite - sushii-site
- Created a visually appealing, responsive website with HTML, CSS, and JavaScript, delivering a modern, user-friendly experience.

Skills & Interests

Technical Skills

- **Languages & Frameworks**: JavaScript, TypeScript, Python, SQL, React, HTML, CSS, Bash
- **Tools & Platforms**: GitHub, Docker, Salesforce, Linux, Windows, macOS, iOS, Android, Vim
- **Software & Productivity**: Microsoft Office, Google Docs, iWork (Pages, Numbers, Keynote), CLI
- **Database & Backend**: SQL (PostgreSQL, MySQL, SQLite), API Integration, PocketBase, Firebase

Soft Skills

- Strong written and verbal communication skills, skilled at simplifying complex technical issues into clear, actionable steps for customers and teams.
- Self-motivated, collaborative problem-solver—capable of independent troubleshooting and proactive learning while supporting team goals.
- Quick to learn new technologies and concepts, with a focus on continuous growth, especially within the Microsoft ecosystem.
- Committed to integrity and transparency, maintaining a high ethical standard in all customer and team interactions.
- Customer-focused approach to issue resolution, building rapport and trust through proactive communication and a dedication to exceeding expectations.

Interests - Mechanical keyboards, weightlifting, cycling, chess puzzles, programming, reading novels.