

# Randall Brown

Information Technology

516-928-1218

[rjbrown.dev@outlook.com](mailto:rjbrown.dev@outlook.com)

[Portfolio](#) | [LinkedIn](#) | [Github](#)

## SUMMARY

IT specialist with a passion for using problem solving to drive efficiency and improve workflow processes. Quick learner, proficient in analyzing reports and writing detailed documentation for data management.

## WORK EXPERIENCE

### Level II Support - Client Operations at TTEC

January 2024 — Present | New York, NY

- Communicated best practices for using internal web applications across several teams, leading to a 40% reduction in issue resolution time and saving over \$2M in service level penalty payouts.
- Created detailed job aids and maintained documentation for the primary CRM system.
- Reported unexpected behaviors in user workflows, meeting client service requirements for accurate logging and secure account maintenance.
- Led 1-on-1 coaching sessions to identify improvement opportunities and provided constructive feedback.

### Data Entry Clerk at Chinese-American Planning Council

June 2023 — October 2023 — Contract | New York, NY

- Resolved thousands of discrepancies during the migration period resulting in 100% audit compliance for file management and storage of PII.
- Recorded accurate data for settlement grants, NOEP, and Access Health programs using best practices.
- Organized quarterly enrollment reports for community programs as required by funding source.
- Secured confidential information in accordance with data integrity and privacy policies.

## VOLUNTEERING

### Software Engineer at 100Devs

June 2024 — Present | Los Angeles, CA (Remote)

- Developed an interactive mini project series teaching web development fundamentals. Modules cover HTML, CSS, JavaScript, and displaying data returned from public API's.
- Wrote documentation for project setup and detailed code comments in each module.
- Collaborated with a team of developers to troubleshoot older projects and curate additional resources.

### Web Developer at 7ONE Consulting Group

November 2023 — Present | New York, NY

- Created websites and landing pages using HTML, CSS (SASS) and JavaScript. Leveraged CMS for efficient website maintenance.

## SKILLS

### Languages

JavaScript

TypeScript

Python

SQL / NoSQL

HTML / CSS

### Tech Stack

Node.js

Express.js

React.js

FastAPI

Django

PostgreSQL

MongoDB

SQLite

SASS

TailwindCSS

### Web Development

Testing

Accessibility

MVC Architecture

MVT Architecture

### CMS

Drupal

Wordpress

Shopify