

Sarah Browning

Junior Web Developer/Programmer

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Creative IT Web Programming student expected to graduate with Honours in June 2022. Excited to transition to web development after 15 years of success as a proven leader in fast-paced customer service. Seeking remote opportunities to build upon foundational knowledge of a variety of modern web technologies including React, Node.js, React Native, Java, Python and PHP.



Education

**Sep 2020 -
Current**

Diploma: IT Web Programming

Nova Scotia Community College - Sydney, NS

- Achieved and maintained Honours through first three semesters with a 96% average (fourth semester still ongoing).
- Developed and tested a variety of front-end and back-end web applications using HTML 5, CSS 3, JavaScript, PHP 8, MySQL 5, React, Node.js, React Native, Python, Swift, Laravel, AJAX, JSON, and XML technologies.
- Implemented GIT version control to track updates and revisions to software code.
- Designed, developed, and tested a Space Invaders clone using object-oriented programming and design principles through implementation of Java.



Skills & Proficiencies

CSS / CSS 3

Good

Git / Version Control

Average

HTML / HTML 5

Very Good

Java

Average

Node.js

Average

PHP / Laravel

Good

Python / Django

Average

React.js / React Native

◆ ◆ ◆ ◆ ◆
Average

Swift / Objective-C

◆ ◆ ◆ ◆ ◆
Average

WordPress

◆ ◆ ◆ ◆ ◆
Average

XML

◆ ◆ ◆ ◆ ◆
Good



Work History

Mar 2018 - Apr 2020 **Work-At-Home Lead Associate/Supervisor**

HGS Canada, New Glasgow, Nova Scotia

- Achieved consistent 95% satisfaction rating through proactive one-call resolutions of customer issues.
- Promoted to subject matter expert within 1 month of finishing training and promoted to lead associate after 4 months.
- Documented customer issues, complaints, and solutions in CRM software while engaged with customer to ensure accuracy of call notes.
- Maintained energy and enthusiasm in fast-paced environment.

Mar 2017 - Aug 2017 **Work-At-Home Applecare Advisor**

Concentrix, Stellarton, Nova Scotia

- Answered average of 35 calls per shift and offered excellent customer service by actively listening to customers' needs and empathically discussing Tier 1 technical solutions.
- Used ticketing systems to manage and process support actions and requests.

May 2014 - Mar 2017 **Team Member/Baker**

Tim Hortons, New Glasgow, Nova Scotia

- Contributed to team success by working different stations to provide optimal coverage while completing jobs quickly and accurately.

May 2011 - Aug 2013 **Engraving Specialist**

Sears Personalized Gifts, New Glasgow, Nova Scotia

- Used machines to engrave customer items with desired wording and high-quality designs on plastic, brass, steel, pewter, silver, gold, and glass materials.

Feb 2013 - Apr 2013 **Acting Manager**

Sears Personalized Gifts, Truro, Nova Scotia

- Managed team of 6 employees, overseeing hiring, training, and professional growth of employees.