

# BRITTANY HUBER

## PRODUCT SUPPORT SPECIALIST

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### SUMMARY

Full stack web developer with a background in product support and technical troubleshooting. Received a certificate in Full Stack Web Development through the University of Denver. Skills in JavaScript, React, Express, MySQL, and MongoDB. Focused on front end development, specifically in user interfaces and user experiences. Looking forward to using my skills amongst an innovative team dedicated to producing quality results.

### SKILLS

**TOOLS & TECHNOLOGIES** HTML, CSS, JavaScript, jQuery, Node.js, MySQL, Sequelize, Express.js, MongoDB, Handlebars, React.js, Salesforce, Microsoft Word, Zendesk

### PROJECTS

Feb. 2020 to Mar. 2020

#### StaySafe

- StaySafe is a browser-based web application intended for use on mobile devices. Our application allows users to call for help on the go with ease and keep tabs on their friends who are out and about.
- Core responsibilities included front end user experience and design, styling the app and ensuring mobile responsiveness, implementing geolocation using React and Google Maps Geocoding, and creating modals which called multiple functions to get location and send text messages

Jan. 2020 to Feb. 2020

#### Fridge Friend

- Fridge Friend was designed to help users keep track of expiring ingredients in their pantry and allow them to search for recipes based on the ingredients they have on hand
- Main responsibilities were implementing the API calls and creating custom routes, using Handlebars.js to render the front end and link to back-end API capabilities, and overall styling and design

### EMPLOYMENT

Mar. 2019 to Current

#### RE/MAX, LLC · Product Support Specialist · Denver, CO

- Troubleshoots and diagnoses reported technical issues and works to correct problems or diagnose what is causing the error on the back-end of the program
- Identifies, tests, and replicates uncovered bugs to improve process, functionality, and to achieve a higher level of customer satisfaction
- Assists in alpha and beta testing of new products to find bugs prior to launch to help ensure a smooth transition when the application is fully released

Apr. 2017 to Mar. 2019

#### Zillow Group · Client Engagement Specialist · Denver, CO

- Connected consumers to real estate agents while providing superior customer support and adhering to department SLA's
- Tracked bugs in the software to determine trends and discover widespread issues
- Collaborated cross-functionally with other departments on customer focused initiatives to improve the client experience

### EDUCATION

Sept. 2019 to Mar. 2020

#### University of Denver - Full Stack Bootcamp