

Ivory Bracey

ivorybracey.com
ivorybracey@gmail.com
linkedin.com/in/ivorybracey

Summary

Product Support Specialist and Front-End Web Developer fluent in HTML, CSS, and Bootstrap. Experienced with JavaScript and Google Analytics.

Training & Education

Codetalk, St. Joseph Center

- 16-week intensive Front-End Developer Bootcamp.
- Developed multiple projects ranging from pixel-perfect PSD to HTML pages to multi-page fully responsive Bootstrap sites containing jQuery.
- Utilized both *WordPress* CMS and local MySQL database on Apache server.
- Designed interfaces with *Sketch* and *Pixelmator*.

Bachelor of Arts 2012
Psychology & Sociology
University of Nevada, Reno

Experience

Product Support Specialist (remote) 2019 - 2020
MightyText, New York, NY

- QA testing new versions prior to release.
- Providing user support via Front.
- Responding to Google Play store reviews and questions.
- Documenting software bugs.

Product Support Specialist 2018 - 2019
Jazva, Pasadena, CA

- Providing support to clients via Zendesk, phone, email, and video chat.
- Creating and updating knowledge base articles.
- Documenting software bugs and requests for custom features using Asana.
- Creating instructional documentation for users.

Web Developer (freelance) 2017 - 2018
Power Stars Universe, Los Angeles, CA

- Designing and developing website for Power Stars news and content with the goal of increasing fan engagement.
- Utilizing Bootstrap 4 to allow responsive viewing of comic book content on web and mobile devices.

WordPress Web Developer (contractor) 2017 - 2018
Wonderment Apps, Burbank, CA

- Creating customer websites with and without theme frameworks.
- Optimizing custom graphic elements and iconography as required by project, to the standards of today's devices.
- Diligently tracking time and project progress through the utilized tools of the organization.

Google Ads Quality Rater (remote) 2015 - 2016
ZeroChaos, Orlando, FL

- Evaluated the relevance of ads, as they relate to user searches, to ensure user satisfaction.
- Reviewed and categorized web pages to prevent advertisers from appearing alongside undesirable content.
- Assessed the quality of YouTube and Google Play ads to maximize customer impact.