**Montel Branch**

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https://trailblazer.me/id/montelbranch | http://sacredether.com/portfolio | https://github.com/monteljb

**Education**

**Salesforce Platform Developer I**, Web Assessor 05/2020

Comprehensive technician training, including formal instruction and hands-on activities in a real-world environment. **CompTIA Security+ Certification**, Per Scholas NCR, MD 09/2017

Advanced technician training, becoming knowledgeable in the terminology, protocol, and implementation of a wide range of network and IT Security concepts.

**CompTIA A+ Certification**, Per Scholas NCR, Silver Spring, MD 12/2014

Comprehensive technician training, including formal instruction and hands-on activities in a real-world environment.

**Associates of Arts, Graphic Design / Art** 2011

Prince George's Community College, Largo, MD

**Skills**

• Front-End / Back-end Developer

• Adobe Master collection

• Bootstrap Framework, UI/UX

• WordPress, Drupal/Acquia, and Joomla

• REST API/JSON

• Salesforce, Apex, Visual Force, SOQL

• Ionic framework, Cordova, Xarmin

• Node.JS, JavaScript, CSS3, HTML5, jQuery, Angular, React, MYSQL, ASP.NET, C#, and PHP

• AWS & Azure

• SCRUM Master

• ExactTarget

• Visual Studio .NET

• FTP and GIT Version Control

• World Class Customer Service

• Clear Communication

• Video Editing, Animation Design, and Motion Graphics

• Windows XP/Vista/7/10, OSX, Linux

**Work Experience**

**Software engineering specialist** 08/2020 to 04/2021

Accenture Federal, Arlington, VA

* Worked in an Agile-driven environment to effectively maintain project timelines and utilize available resources.
* Performed human factors engineering and UI development activities associated with designing, developing, and enhancing applications
* Wrote code to interface with a variety of APIs to exchange data, settings, and initiate processing, and consult with API developers to define endpoints and workflows
* Conducted cognitive task analyses with analysts to understand their analytic workflows, develop sketches and wireframes (e.g., inspired by commercial designs), and iterate through sketches and wireframes with analysts to optimize the user experience
* When appropriate, developed prototypes from wireframe design concepts and evaluate them with users to collect feedback and incorporate feedback into the sprint backlog
* Participated in sprint review demonstrations to gather analyst feedback
* Collaborated with other scrum teams to share user experience best practices and lessons learned and with the Training and Outreach team to update user training materials to reflect new and modified user interfaces
* Provided human factors and application inputs to engineering artifacts
* Used processes and tools that support the DevSecOps pipeline including JIRA, Git, Junit, Jenkins, SonarQube, Fortify, and Artifactory
* Troubleshoot technical issues and recommend appropriate action
* Created guidelines for adoption of Code quality and automation
* Ensured client Use stories were delivered on time resolution.

**Software Engineer Specialist** 08/2020 to 04/2021

Leid, Washington, DC

• Worked in an Agile-driven environment to effectively maintain project timelines and utilize available resources.

• Designing the User Experience for SPA using UI Libraries including ReactJS, Redux, jQuery, JavaScript, NextJs, CSS3.

• Developing the business logic for software applications using JavaScript Technologies like Node.js, Typescript and ES6.

• Performs UNIT testing with Jest, and web-services with RESTful API.

• Creating new sites, features and enhancements according to client specifications

• Consulting with clients and other developers to define the right solution

• Interacting directly with clients to outline requirements and provide frequent updates

• Creating custom applications based on client needs

• Interfaced with academic researchers, senior staff, government customers, and contractor support personnel on a daily basis.

• Leveraged knowledge management system for incident resolution.

**Software Engineer** 10/2015 to Present

Georgetown University, Washington, DC

• Performed rigorous Accessibility and Browser Compatibility test to support a successful launch of the new Georgetown Alumni website.

• Managed and maintained several WordPress and Drupal Instances using HTML,PHP,CSS, and JavaScript.

• Collaborated with Development team and IT Manager to discuss, analyze, or resolve usability or functional website issues.

• Used GIT Version to control to maintain development integrity through several departments.

• Enact delivery upon completion of projects and ensure that delivery adheres to agile practices maintained by the company.

• Determined sources of web page or server problems, and take action to correct such problems.

• Created, Maintained, and Sent out Email blast utilizing ExactTarget.

• Entered or updated web page content or links in a timely manner, as identified by Development team.

• Assisted in the migration of content from a Custom CMS to Drupal.

• Recommended website improvements, and develop plans to support recommendations.

• Informed Development team users of problems, problem resolutions or application changes and updates.

• Assisted in the launch of the new Georgetown University Alumni website.

• Documented application and website changes or change procedures.

• Set up or maintain monitoring tools on web servers or websites.

**Full Stack Developer / Salesforce Administrator** 10/2017 to 08/2020

Closet America, Hyattsville, MD

• Developed a desktop notification application interacting with the Salesforce system using APEX, REST API, PHP, HTML, JSON, React, and JavaScript.

• Facilitated weekly meetings with stakeholders to identify solutions to increase productivity.

• Implement agile management ideals by facilitating exercises such as sprint planning and team leading standups.

• Effectively used SalesForce.com, Visualforce, JavaScript, AJAX, APEX, and HTML 5 to increase business efficiency through automated task and improve performance.

• Customize Salesforce.com fields, page layouts, record types, validation rules, workflow rules, reports, and dashboards

• Communicate systems changes to users, conduct trainings on systems changes, gather feedback from users

• Created and managed email templates, document creation templates, validation rules, approval processes, workflow rules, process builder actions, lightning pages, page layouts, data fields, sharing rules, list views, email templates, auto-assignment rules, triggers and other Salesforce features.

• Configured integrations with other internal and external applications.

• Maintain systems, security and integrity; maintain user roles and profiles

• Assist with determining if/how systems can be used in new ways and seek ways to further enhance user experience

• Act as the primary point of contact for Salesforce users

• Document organization best practices and standard operating procedures

• Monitor and improve data quality

• Issue Salesforce reports for the review of personnel at all levels

• Support the Evaluation and Research Manager on data collection, analysis and research as needed

• Ensured configuration control, documented testing planning, and quality assurance.

• Utilized GIT version control to eliminate development delays.

• Developed and maintained the customized software workflow tools utilized by the organization.

• Provided support and updates to custom code and scripts created internally.

• Made recommendations for new/altered technologies that would contribute to system cost savings and/or productivity improvements.

• Provided support for all company applications.

• Provided training to users on new equipment and software

**Senior Web Developer / IT Generalist** 07/2017 to 10/2017

F2 solutions, Largo, MD

• Created logos and graphics for several in house programs using the Adobe Creative Suite.

• Developed custom in-house ASP.NET applications to increase company workflow.

• Coached team in optimal time utilization through concepts of scrum and agile management methodologies.

• Successfully resolved help desk issues, from software to hardware, in a timely and efficient manner.

• Integrated data from various back-end services and databases.

• Fished networking cables through walls and ceilings.

• Made Cat5e network cables for additional network patching.

• Wrote well designed, testable, efficient code by using best software development practices.

• Created website layout/user interfaces by using standard responsive & HTML5/CSS practices.

**Senior Software Engineer** 11/2012 to 06/2017

Sacred Ether, Suitland, MD

• Freelance web developer/ graphic designer with accountability for marketing and selling services, managed all client relationships, controlling budgets, and designing/developing websites and web-based applications for corporate clients.

• Oversaw software developers’ progress on applications and applied principles of agile methodologies to keep project on track.

• Generate design presentations for clients.

• Design logos, collaterals, newsletters and advertisements for the clients.

• Preparing layout and planning the primary designs of the web site.

• Deciding themes and color schemes, analyzing the requirements of the users of the web sites.

• Verbally communicating the clients visiting their site to understand their requirements and specifications.

• Designing web sites using HTML 5.0, PHP, java scripts, and Content Management Systems.

• Checking the web sites for optimizing the code if required and fixing defects in the web sites, if any.

• Making modifications in the existing modules of the project as per requirements

NATSAP (https://www.natsap.org)

• Developed and maintained website through WordPress CMS.

• WordPress integration with iMIS.

• Created custom API service for dynamic data consumption on desktop and web application.

F2 Solutions (https://www.f2solutions.com)

• Developed and designed a professional HTML5 responsive website.

• Created an animated logo, emphasizing the company’s brand.

• Integrated design into WordPress for easy management.

Davis Computer Technologies (http://www.dctweb.com)

• Selected to design and develop web presence for a start-up company. Created a user-friendly website and custom WordPress system that will allow the company's employees to make updates to the site and manage customer accounts.

• Created a custom logo for the DCT Brand.

IREX (http://www.irex.org)

• Developed and maintained website through Drupal CMS.

• Assisted Irex with Revamping there old design to something more cleaner and modern.

• Designed online marketing materials.

Artist Ameshia Jewelry (http://www.ArtistAmeshia.com)

• Hired to revamp a online store, operating under the WordPress script. Quickly identiﬁed issues with existing website, conducted market research, developed concepts for new site and gained approval to completely redesign the web presence in order to have additional business to the store.

• Developed the frontend using HTML 5.0, CSS, PHP, and JavaScript for browser animations.

• Setup Hosting and Deployed the developed web site on Internet via FTP transfer.

• Developed custom marketing promotions on the website to increase guest attendance.

• Develop, code and test web base software using primarily HTML 5.0, PHP, JavaScript, CSS and CMS systems.

• Deployed the developed web site on internet and purchasing web space and making sure that the site matches W3C standards

• Trained employees on how to manage the online store through a CMS

• Performed daily maintenance updates.

**Web Developer / IT Specialist** 02/2016 to 10/2016

Davis Computer Technologies, Washington, DC

• Successfully manage and coordinate graphic design projects from concept through completion.

• Work closely with clients to create vision, conceive designs, and consistently meet deadlines and requirements.

• Effectively build, motivate, and direct design and production teams.

• Managed the incidents and tasks using the incident management, Knowledge Base and request fulfillment processes, in line with Service Desk objectives.

• Performed complex, multi-step functions via documentation or verbal, record/report findings or gaps, escalate as needed.

• Troubleshoots, repairs, maintains, installs and performs testing activities on various computer equipment, peripherals, data communication and computer network systems.

• Maintained all entered activity data for timeliness, accuracy, relevancy, escalation and status.

• Functions performed, but were not limited to: Disk Imaging, New Hire Setup, file transfers, application install/upgrade/patch, explaining needed steps to end users and cable re-seating. This could involve leading these actions via phone.

• Wrote well designed, testable, efficient code by using best software development practices.

• Created website layout/user interface by using standard HTML/CSS practices.

• Integrated data from various back-end services and databases.

• Proposed and created new documentation and make modifications to existing if needed.

• Leveraged knowledge management system for incident resolution.

• Utilized problem solving skills to diagnose to resolve incidents via on-site and remote functions such as:

• Software/Firmware: patch/install/uninstall/upgrade/downgrade

• Hardware: repair/replace/upgrade/install/deinstall

Used electronic test equipment, such as optical power meters and multimeters, to troubleshoot equipment malfunctions.

**Web Administrator** 05/2015 to 09/2015

Irex, Washington, DC

• Collaborated with the communications team to set and execute communications strategy, brainstorm new ideas that can raise IREX’s visibility and improve its audience engagement, and respond in a timely way to emerging challenges and opportunities.

• Managed web development consultants and working with IT manager and hosting service to ensure secure, up-to-date operations and oversee the development and launch of a new website

• Continuously stayed abreast of and applied new strategies and techniques for optimizing the IREX web communications program.

• Collaborated with Communications team and IT Manager to discuss, analyze, or resolve usability or functional website issues.

• Entered or updated web page content or links in a timely manner, as identified by Communications team & maintained version control through GIT.

• Informed Communications team users of problems, problem resolutions or application changes and updates.

• Determined sources of web page or server problems, and take action to correct such problems.

• Developed or implement procedures for ongoing web site revision.

• Documented application and website changes or change procedures.

• Documented installation or configuration procedures to allow maintenance and repetition.

• Set up or maintain monitoring tools on web servers or websites.

• Identified, documented and test backup or recovery plans regularly and resolve any problems.

• Recommended website improvements, and develop plans to support recommendations.

• Implement updates, upgrades, and patches in a timely manner to limit loss of service.

**Sales Consultant / Computer Technician** 11/2012 to 12/2013

Best Buy, Lanham, MD

• Maintained two departments’ merchandising and readiness to serve customers.

• Provided backup for the sales team with phone support and store pickup assistance.

• Maintained, repaired, and serviced client technology and devices while providing excellent service.

**Customer Support Team Member** 03/2011 to 12/2011

Target, District Heights, MD

• Stocked shelves and maintained inventory using a POS scanner.

• Answered customers’ questions and directed them to merchandise on the floor.

**Clerical Aide** 08/2007 to 12/2010

Spaulding’s Branch Library, Suitland, MD

• Provided quality customer service and administrative support at the circulation desk, including handling money, processing library materials and registering new patrons.

• Shelved and organized books according to library standards.

**Disaster Preparedness Presentation Coordinator** 05/2006 to 06/2007

Team D.C., Washington, DC

• Prepared educational programs on disaster preparedness for schools and local communities.

• Trained local residents and organizations’ staffs on basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations.