

Bryson Nelson

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WORK EXPERIENCE

Moxyi

December 2019 – March 2020

Software Developer

San Diego, CA

- Moxyi was an IT asset management software delivered through the ServiceNow platform.
- I worked remotely to help program the application's core features and functionality.
 - Used the ServiceNow native API in conjunction with vanilla Javascript, HTML, and CSS to write the application.
 - Created the application within the context of the ServiceNow App Store and its requirements.
 - Consumed third party APIs to retrieve and store data to provide visualizations to the end user.
- Used third-party licensing platforms to create and manage trials and permissions within the application.

Realeflow

March 2016 – November 2019

Customer Support and Software Trainer

San Diego, CA

- Realeflow is a startup software company which provides a CRM as well as many additional features to help real estate investors manage and run their businesses.
- I provided customer support to thousands of users through email, phone calls, and in person.
 - Aided users in setting up and maintaining their Wordpress websites provided through Realeflow.
 - Travelled all over the country to assist users in person with onboarding and technical support at conferences.
- I collected user and account data in order to create KPI reports to drive growth and employee performance.
- Work was completed through a mix of in-person and remote settings.

Starbucks

April 2014 – March 2016

Shift Supervisor

San Diego, CA

- Starbucks provided a very strong foundation of customer support as well as leadership through helping manage our store's team.
- Used well-established systems as well as modifications to existing protocols to fit the needs of a multi-million dollar per year store.
- Assisted in managing store employees, maintaining store inventory, and supported collecting and managing store sells and funds.

I have been self-employed since the corona virus hit in March 2020 as my previous company, Moxyi, ended operations due to funding issues. Since then, I have provided website, CRM, and analytical services to local San Diego-based companies. I have also taken time to help family members navigate all the COVID-related changes.

EDUCATION

University of California, San Diego

February 2019

Certificate in Full-Stack Web Development

San Diego, CA

- I studied a variety of topics including, but not limited to HTML, CSS, JavaScript, jQuery, Bootstrap, React, Express.js, Node.js, MongoDB and MySQL.

SKILLS & INTERESTS

- **Skills:** Strong Customer Support skills, Software training for users both brand new to using technology and those with lots of experience, Web Development with a focus on the frontend using HTML, CSS, and JavaScript (including a large variety of libraries and frameworks - React, Express, Node, Mongoose, Sequelize, Passport.js, Material UI, etc)
- **Interests:** Traveling - I've been to 19 countries so far (would be 21 if not for COVID), including living in Denmark for a year; Languages - I've picked up proficiency in Danish, Spanish, and Portuguese as well as coding languages :) Sleeping; Personal Development; continuing education; Knitting; Enjoying the outdoors in sunny San Diego, CA