

Brian Spencer

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Projects:

Wordle Helper API | github.com/BrianSpencerDev/wordle-helper-api

- API built with **Node.js** and **Express** that searches for 5 letter words containing letters from input
- Unit tests made using **Jest** and API endpoint testing done with **Supertest**
- Deployed to a Digital Ocean Virtual Private Server

Wordle Helper | wordlehelper.brian-spencer.com | github.com/BrianSpencerDev/wordle-helper

- **React/Next.js** app built to utilize the Wordle Helper API
- Tool for helping users solve the daily Wordle

Secrets App | guarded-ravine-40558.herokuapp.com | github.com/BrianSpencerDev/secrets

- Website where users can post an anonymous secret
- Front-end developed using **HTML**, **CSS**, **Javascript**, and **EJS**
- Back-end implemented using **Node.js**, **Express**, and **MongoDB**
- Implemented OAuth2.0 user sign in through email or google SSO using **Passport.js**

More Projects can be found in my portfolio: brian-spencer.com

Experience:

IT Customer Service Analyst

Aug 2021 - Present

University of Southern California – Contract | Los Angeles, CA

- Resolved user issues through the Service Now ticketing system
- Worked in a team of 10 to support to over 50k students, faculty, and staff through phone/email
- Supported users through the transition and implementation of DUO 2FA
- Created, read, and updated documentation that helps team members support users

IT Support Technician

Dec 2019 - March 2020

Robert Half Tech | Los Angeles, CA

- Facilitated hardware and software upgrades in varying sized offices
- Assisted Pennymac in the transitioning of 500+ employees from in person to remote work
- Provided solutions to client tech related questions
- Installed upgrades to server racks in data centers

Education:

Doane University | Crete, Nebraska | Major: Computer Science | Minor: Math

Relevant Courses Completed (Coursework done in Java)

- Intro to Programming, Object Oriented Programming, Discrete Math, Data Structures and Algorithms, Design and Analysis of Algorithms, and Theory of Computation

Extracurricular | Collegiate Wrestling

- Commitment to a year-round program with up to 40 hours a week of training
- Maintained both academic and athlete responsibilities during undergraduate career