

BRIAN POCASANGRE

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SUMMARY

Dependable and self-motivated professional with seven years of experience in customer service and organizational leadership roles. Transitioning into Web Development with a focus on email production and digital marketing. Proficient in HTML/CSS, email frameworks, and content management systems. Known for adaptability, problem-solving, and effective communication skills.

SKILLS

- **Web Development:** HTML, CSS, Sass, Bootstrap, Git/GitHub
- **Email Production:** MJML, Foundation for Emails, Outlook, Gmail-specific coding
- **Content Management:** WordPress, Shopify, HubSpot
- **Marketing Automation:** ConvertKit, PutsMail
- **Soft Skills:** Adaptability, Problem-solving, Communication, Leadership, Teamwork, Attention to Detail

COURSES

- **Content Management and Email HTML Development Course** – Codingphase.com
 - Cloned three email projects: Newsletter, Transactional, and Promotional email.
 - Created and maintained sites with WordPress CMS.
- **The Complete 2023 Web Development Bootcamp**
 - Completed Front-end modules and created sites with Bootstrap and Sass.
 - Currently working on Back-end modules, initiating projects with Node.js and PostgreSQL.

PROFESSIONAL EXPERIENCE

UCLA Health • Patient Communication Representative

March 2020 – Present

- Provided frontline support for patient inquiries, utilizing various software platforms.
- Demonstrated adaptability to evolving technologies and delivered exceptional customer service.
- Applied problem-solving skills to troubleshoot issues efficiently.

LA's B.E.S.T After School Enrichment Program • HR Program Supervisor

October 2015 – March 2020

- Directed recruitment efforts and managed HR processes for educational programs.
- Spearheaded community engagement initiatives, demonstrating leadership and organizational skills.
- Managed complex processes and drove strategic initiatives.

EDUCATION

California State University of Northridge, Northridge Communications Studies