

JULIAN BURNLEY

FRONT-END DEVELOPER | IT PROFESSIONAL | AI PRACTITIONER

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PROFESSIONAL PROFILE

Front-end developer and IT support professional with experience in Tier 2 network operations, desktop and connectivity troubleshooting, responsive development, accessibility, and practical AI use. Known for clear documentation, reliable problem-solving, and a 95% first-contact resolution rate.

EDUCATION

Bachelor of Applied Science in Information Technology

Phoenix College | 2026

Associate of Applied Science - Web Development / Design

Rio Salado College | 2024

Associate of Applied Science - Programming and System Analysis

Rio Salado College | 2022

CERTIFICATES

- Computer System Configuration and Support - Network | Phoenix College (2026)
- Computer System Configuration and Support - Security | Phoenix College (2026)
- Computer System Configuration and Support - Linux | Phoenix College (2026)
- Computer System Configuration and Support | Phoenix College (2026)
- Microsoft Desktop Associate | Phoenix College (2026)
- Web App Development | Rio Salado College (2022)

CORE CAPABILITIES

- Semantic HTML, modern CSS, JavaScript, and responsive design
- Accessibility, keyboard navigation, and WAI-ARIA
- Git, GitHub, WordPress, and WooCommerce
- AI-assisted research, prototyping, debugging, and documentation
- Technical troubleshooting, support, and visual design

PROFESSIONAL EXPERIENCE

IT Professional and Web Developer | Self-employed | 2012-Present

Provide web development and technical support; diagnose Windows, Linux, software, networking, and peripheral issues; maintain home-lab services; document durable solutions.

Tier 2 Support, NOC | AT&T; | 2008-2011

Handled 20+ daily VoIP, IPTV, and Internet support calls with a 95% first-contact resolution rate; monitored service issues and maintained detailed escalation records.

DSL Support Technician, Levels 1-2 | 2Wire | 2003-2008

Configured residential gateways, analyzed line quality, resolved wireless and broadband issues, and supported hardware and email setup.

SELECTED INDEPENDENT PROJECTS

Casa Grande Local

Directory-first community guide concept with audience research, information architecture, accessible search, launch planning, and a WordPress/HivePress implementation path.

Climate, Close to Home

Evidence-based Southwestern climate story and automated briefing combining research, data storytelling, accessible design, and responsible automation.