

Benjamin Allen

Software Developer

<https://ap-too.github.io/ben-portfolio/>

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SKILLS

Application and Technical Support

- Provided front-line technical support on the Niagara College IT Support Desk, resolving a wide range of software and hardware issues for students and staff
- Assisted users with troubleshooting application errors, login issues, and software installations
- Documented and tracked support issues using ticketing software

SQL and Database Management

- Completed academic projects using SQL for data querying, normalization, stored procedures, and report generation
- Wrote complex queries and optimized SQL statements for performance
- Integrated databases into custom-built applications using back-end languages

Software Development and Programming

- Developed full-stack applications and custom programs using Java, C#, Python and JavaScript
- Built modular and scalable codebases using object-oriented programming principles
- Collaborated on Group projects using version control tools like Git and GitHub

Troubleshooting and Problem Solving

- Regularly diagnosed and resolved coding bugs and system errors during lab assignments and IT support work
- Used systematic approaches to isolate issues, identify root causes, and implement solutions
- Supported users with ambiguous or complex technical issues, often needing creative thinking

Quality Assurance and Testing

- Designed and executed functional test cases for student-developed applications
- Validated SQL queries and application workflows against predefined requirements
- Performed manual testing of features before code submission and peer reviews

EDUCATION

Graduated December 2024 | Niagara College

Advanced Diploma in Computer Programming and Analysis (Co-op)

WORK EXPERIENCE

Aug 2023 – December 2024 | Niagara College, Welland, ON

IT Support Department, Student Support Staff