<Hello World />

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Who Am I?

My name is **Frank Benevento**, welcome to my small slice of the internet. I am a full-stack developer new to the San Francisco Bay area. I've been in this industry for over 20 years because I enjoy leveraging technology to solve problems. I believe in ownership of tasks and taking pride in your solutions.

I am a dependable employee with a strong work ethic and a desire to exceed expectations. Throughout my career, I have worn many hats. I started as a software developer right out of college and never looked back. While my career started in software development, it's led me down various avenues such as Project Management, IT Manager, and even to starting my own consulting company.

Thanks to my strong and diverse background, I am a very well rounded IT professional. I am ready to join the team and begin contributing.

My Current Projects

Shift-Two is a small consulting company I co-founded with a great friend and mentor Daniel Hillis. Shift-Two has kept me very busy but also helped me grow as a Software Engineer. At Shift-Two, we leverage AWS technology to solve business problems. Shift-Two is not a large company and never will be. We are a small company that provides expert AWS consulting as well as production grade software solutions. Working with Shift-Two over the last few years has really broadened my horizons as a developer.

pdhCare.com is an application that helps people acquire approvals for Hospice care. This project, while not my favorite from a technical perspective, certainly has a place in my heart. Our solution has won two awards and is currently in use. This application has two components. The first is a simple **Vue.js** website where people can go and learn about the program. From here, they can log into the app which is also a **Vue.js** frontend backed by **AWS**. We use **Cognito** for authentication and for API concerns, we are leveraging an **AWS-CDK** project that contains our **Lambda Functions** and **API Gateway** infrastructure. For this project, we have used an **Aurora Postgres** database also provided by **AWS**.

I have worked on many projects, but one that I am most passionate about is a project we internally call 'Shift-Center'. Shift-Center is an all in one call center solution that we are about to **open source**. Shift-Center is an **AWS-CDK** project that I have built that allows a user to go from nothing, to a fully-featured and production ready call center environment in minutes. This **AWS** based solution begins with an **Amazon Connect** instance. With your instance in place, the **CDK** project will build out the entire environment including, **Lambdas**, **Kinesis** data streams, **S3** buckets, **DynamoDB** tables, and even an **API Gateway**. Our solution offers Slack integration, voicemail transcription and delivery, as well as a directory to manage agents.

My Work Experience

Senior Software Engineer   March 2020 - Present
Verify Comply   100% Remote

Technology Stack:
- Day to day experience with **Vue.js**, **JavaScript**, **HTML/CSS**, **Feathers Js**, **MSSQL**, **Webworkers**, **AWS Connect**, **Lambda**, **S3**, **AWS Amplify**

Experience:
- Introduced **AWS Connect** technology to the company spawning an entirely new product line for Verify Comply.
- Built both public and internal facing **Vue.js** applications to service the new business line. These applications utilize **AWS** for backend operations. **Cognito** provides **SSO** while the rest of the backend is managed through an **AWS-CDK** project. **CDK-Pipelines** are used to provide **CICD**.
- Migrated flagship application from **Classic ASP/.Net** driven architecture to a modern **Vue.js** application backed by **MSSQL** and **Feathers.js**.
- Designed and Implemented custom **AWS** based solution replacing functionality which was causing many support calls. My design replaced the existing **Webworkers** with **Lambda Functions**. I was able to offload the processing to the **Lambda Functions** and produce a stable experience for the customer.
- Established new **Zoho** data integration for all billing needs. This integration is responsible for managing all new and existing customer subscriptions.
- Designed a custom data grid solution using **AG-Grid**. The implementation I provided, allows for the seamless switching of server-side rendering to client-side rendering depending on data size as well as custom paging and filtering.
- Offered and implemented suggestions to help improve efficiencies on all levels. Personally responsible for many new system features that have become part of the standard product.

Senior Software Engineer   Dec 2018 – Mar 2020 (1yr 3mos)
Max Digital   100% Remote

Technology Stack:
- Day to day experience with technologies such as **JavaScript**, **AWS SNS/SQS**, **Vue.js**, **HTML/CSS**
- Additional production experience with **C#**, **MVC**

Experience:
- Worked with a close team of Business leaders and Project Managers to build the next evolution of the company's reporting platform.
- Provided UI for the new reporting platform as well as solely maintained it. My role was to provide all support and environmental configuration needed to meet goals.
- Built and maintained the email subscription system used to auto-generate reporting and deliver it on schedule.
- Designed and delivered Vue.js features for the rewrite of the original business system. My role was to utilize specs and deliver the design.
- Maintained and provided features for the flagship application. This **C#/MVC** application leverages many of Amazon's services. My first task was to breathe a bit of new life into their publishing engine. This code had not been modified for years out of fear. Through **AWS SNS/SQS** services, I was able to provide a solid solution bridging the gap between the old system and the new while meeting client requirements.

Senior Software Developer   Sept 2011 – June 2018 (6yrs 9mos)
MSI Online   Hurst, Texas

Technology Stack:
- Day to day experience with technologies such as **JavaScript**, **HTML/CSS**, **MSSQL**, **Node.js**, **Feathers js**
- Additional production experience with **C#**, **MVC**

Experience:
- Filled the role of back-end developer for the entire team providing **Web API** endpoints using **Feathers.js** and **JavaScript**. Data access was provided via stored procs. As part of my role, it was my responsibility to analyze the database schema and provide sub-second stored procs.

- Responsible for design and implementation of online QC to handle the workload of the company's largest client. Leveraging **C# / ASP.net**, I was able to create a QC system resulting in an increase of completions. At the highest point, the production through-put increased to 3000 a day from 700.
- Created Work Order assignment process utilized in over 95% of all Work Orders created in the company. This project was great because it allowed the freedom to design and implement everything from the ground up. Using **HTML/CSS JavaScript**, I provided real-time metrics to management through a dashboard. This dashboard was connected to a **C#** and **MSSQL** backend.
- As one of the more senior members of my team, I was responsible for maintaining and creating all builds. My builds accounted for all the continuous integration as well as the bi-weekly production deployments.
- At the request of the CEO, relocated temporarily to assemble and manage a remote IT department. My responsibilities included interviewing, hiring, and managing. This was a great opportunity for me, as well as my career, to grow. My department ran successfully and ended up taking on full time support for half of the business lines.

Software Developer   Oct 2009 – Sept 2011 (1yr 11mos)
Seneca Nation of Indians   Salamanca, New York

Technology Stack:
- Day to day experience with the following technologies **ASP.NET**, **C#**, **HTML/CSS**, **MSSQL**, **JavaScript**

Experience:
- Operated as the sole developer within the IT department. As the only developer, it was my primary responsibility to gather specs, design and implement all of my solutions.
- Designed and created inter-office status communications tool. Written in **C#**, **HTML** and **MSSQL**, this tool provides real time status information between departments.
- Provided user-friendly reporting used by senior staff for executive status updates.
- Created internal and external news and announcements resources. These sites function as a central point for news, documents, announcements etc.
- Developed administrator tools to allow users to maintain their own content.
- Responsible for working with department directors creating individual public facing sites designed to increase awareness of projects and overall department services.

- Created a central repository of information to ensure all departments and applications use the standardized data.
- Supported all operations of the Seneca Nation IT department.

Additional Experience Available Upon Request

My Beginning

Texas State Technical College (1998-2000)
   Associates of Applied Science, Major in Computer Science Technology
- GPA: 3.957
- Honors: President's Honor Roll (5 times), Dean's Honor Roll (1 time)

United States Army (1995-1998)
   Communications expert responsible for calling for, and controlling, indirect fire.