

# Ben Milner

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## WORK EXPERIENCE

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### Agilant, Inc.

*L1 Service Engineer*

**October 2022 – Present**

*Remote, WA*

- Troubleshoot and assist users daily, with issues and requests in a timely manner.
  - Maintained polite and friendly manner when working with users.
  - Multi-task multiple tickets at one time.
- Access remote systems for User account administration and licensing.
- Complete tickets according to SLA requirements.

### Pick Up A Piece

*Full Stack Developer (Freelance)*

**Sept. 2022 – Present**

*Remote, WA*

- Built and deployed MVP using React and Tailwind CSS.
- Regularly upkeep and maintain the site.
- Deploy new features and fixes as per client's needs.

### Perfectly Posh

*IT Professional*

**Sept. 2020 – June 2022**

*Remote, UT*

- Troubleshoot and manage MacBook machines for end users.
- Utilize JumpCloud and G Suite for account management and asset management.
- Download and install drivers, and software per user requirements.

### American Preparatory Academy

*IT Specialist*

**May 2019 – Sept. 2020**

*West Valley, UT*

- Troubleshoot and manage MacBook machines for teachers and staff.
- Utilize Jamf Pro and Mosyle for MDM.
- Setup and diagnose servers, route and terminate ethernet connections.

### iPhixit

*Repair Technician*

**April 2018 – May 2019**

*Salt Lake City, UT*

- Assist customers daily with mobile device repairs and troubleshooting.
- Maintained a clean workspace and cleaned store and equipment regularly.

## EDUCATION AND HONORS

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### University of Utah

*Full-Stack Web Development Bootcamp*

**June, 2022**

*Remote, UT/WA*

### Stansbury High School

*Honor Roll, CTE Pathway Medal, Diploma*

**May, 2017**

*Stansbury, UT*

### Boy Scouts of America

*Eagle Scout Award*

**April, 2014**

*Salt Lake City, UT*

## SKILLS

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HTML; CSS; JavaScript; NodeJS; Express.js; React JS; SQL; MySQL; NoSQL; MongoDB; ORM; MVC; MERN Stack; JSON; Cookies, LocalStorage; Bootstrap; jQuery; User stories and Acceptance Criteria; Daily scrum; Iterative Development; Minimum Viable Product; Heroku Deployment; GitHub Pages; Git; Data Structures; Algorithms; Design Patterns; Jest; Unit Testing; Python; Jira;

### ***IT:***

Utilize diagnostic software to repair Windows/Mac machines; Installing and upgrading Windows and Mac OS; Downloading and installing drivers and software for hardware requirements; CompTIA A+ Certified; Mobile device diagnosis and repair; Microsoft Office; Windows 10/11; Customer communications; Set-up of new devices, computer and mobile; Printer setup, troubleshooting and maintenance; Adobe CC Admin; Microsoft 365 Admin; Exchange Admin; Security Admin; Genetec Systems; Jamf Pro; Mosyle; JumpCloud; Intune; N-Central; Jira; CrowdStrike;