

Ben Milner

WORK EXPERIENCE

Agiliant, 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

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

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;