

# Derek Caldwell

Full-Stack Software Developer - Mill Creek, Washington

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## Previous Employment

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Technical Support Analyst September 2019 – November 2022

Boeing Employees Credit Union - Mill Creek, Washington

- Provide end-user support for company website using both an internal ticketing system and live calls.
- Create detailed bug reports for troubleshooting and future patches.
- Communicate problem tickets with vendors to resolve vendor-specific issues.
- Create, update and implement documentation for processes and procedures.
- Perform on the job training for new and existing employees.

Installation Technician

June 2014 – September 2019

Xfinity - Everett, Washington

- Plan and perform installation of Xfinity services in customer homes and businesses.
  - Troubleshoot service outages and perform maintenance on Xfinity equipment.
  - Held daily standups to communicate known issues and current health of company products.
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## Education

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Full Stack Web Development - Certificate

Graduated March 2023

University of Washington - Seattle, Washington

Software Engineering - Bachelor of Science

Graduated September 2022

Western Governors University - Millcreek, Utah

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## Certifications

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- CIW User Interface Designer
  - ITIL 4
  - CompTIA A+
  - Project +
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## Languages

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- Java
  - JavaScript
  - HTML
  - CSS
  - SQL
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## Libraries

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- Node.js
  - Express.js
  - React.js
  - jQuery
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## Tools

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- Git
- Heroku
- Netlify
- Jira
- Trello