Derek Caldwell

Full-Stack Software Developer - Mill Creek, Washington

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Previous Employment

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.

Education

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

Certifications

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

Languages

- Java
- JavaScript
- HTML
- CSS
- SQL

Libraries

- Node.js
- Express.js
- React.js
- jQuery

Tools

- Git
- Heroku
- Netlify
- Jira
- Trello