

Derek Caldwell

Full-Stack Software Developer - Mill Creek, Washington

github.com/CaldwellDerek www.caldwellderek.com [linkedin.com/in/caldwellderek](https://www.linkedin.com/in/caldwellderek) djohnncaldwell@gmail.com 425-361-3655

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.
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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 +
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Languages

- Java
 - JavaScript
 - HTML
 - CSS
 - SQL
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Libraries

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

- Git
- Heroku
- Netlify
- Jira
- Trello