Scott Howell
Contact information available upon request
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Software Engineering Student with experience in the Development field
Searching for Employment in the Software Development / Software Engineering field

**Technical Skills:**

Languages*:* C#, C++, Java, HTML5, JavaScript, CSS3, MongoDB, Express, React, Node, Angular, SQL. Ability to pick up libraries and languages quickly.

Software*:* Visual Studio (2019, Code), Git, Eclipse, Unity Engine, Unreal Engine, and many others.

**Education:**

UNC Chapel Hill Coding Bootcamp *October 2021 – March 2022*

Completed with certificate **\*EXPECTED**

Central Carolina Community College *2017-2020*

Graduated with Associate of Science and Associate of Engineering

Full Sail University *2011-2012*

Studied Game Design. Incomplete due to financial constraints.

**Experience:**

Benchmark Integrated Technologies

> **Software Engineer** August 2021 – December 2021

> **Software Engineer** February 2012- August 2014

- Responsibilities*:* Building and maintaining Adult Education student management and reporting system deployed across multiple states using .NET Framework. Transformed 11-year-old project into more modern dynamic software using jQuery, Ajax, HTML5 and CSS3.

Skills utilized: C#, ASP.NET, HTML / CSS / JavaScript, Angular, Visual Studio

Ubisoft Entertainment S.A.

> **Senior Support Agent** November 2015- May 2018

- Responsibilities: Utilized SalesForce ticket management system to handle live chat requests, email tickets, and incoming phone calls requesting Tier I and Tier II Support.

Tier I Support: Troubleshooting issues including but not limited to accounts, billing, shipping, technical issues, bug reports, and cheat reports on all gaming platforms for all games produced or published by Ubisoft.

Tier II Support: Including but not limited to unresolved cases involving new issues, ticket escalations, and compiling reports.

Turner Development Services

> **Software Engineer** December 2012- June 2015

- Responsibilities: Design, develop, and maintain custom websites and software using .NET Framework.

Skills utilized: C#, ASP.NET, HTML / CSS / JavaScript, AJAX, SVN, ReSharper, Visual Studio

Themis Media

> **Customer Support Manager** July 2007- August 2011

- Responsibilities: Provided technical support and quality assurance on multiple games during development and post launch. Progressed from Representative to Manager in 2010. Managed a team of 7 to provide support for 15 million players in Wizard101.  All contracts ended in 2011.

**References:** *Available upon request*