KIPP BENJAMIN JR

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OBJECTIVE

Highly skilled and results-oriented technologist/developer with 8 years of professional experience in the technology field. Proficient in designing, implementing, testing, troubleshooting, resolving computer hardware and software issues, and maintaining complex software solutions. Adept at collaborating with cross-functional teams to deliver high-quality products within tight deadlines. Seeking a challenging role to leverage my expertise in software development, contribute to innovative projects, and further advance my career.

EXPERIENCE

Owens & Minor
Front-End Software Engineer II | 09/2022 – 01/2024

- Implemented new UI features resulting in a 20% improvement in user engagement. Utilized modern React features such as React Hooks.
- Collaborated with cross-functioning teams, including back-end developers and QA to implement new features and resolve bugs.
- Led front-end feature development and delivered solutions that enhanced end-user productivity while working in an agile productive environment.
- Ensured code quality, performed code reviews, and provided feedback to developers on the team.
- Collaborated with project managers to meet deadlines, estimate, and prioritize tasks.
- Developed API endpoints leveraging Azure functions in .Net while utilizing RESTful APIs.
- Translated business needs into software solutions.

Carlotz
Front-End Developer | 05/2021 – 06/2022

- Designed, developed, tested, and maintained responsive web application using React, while decreasing the error rate percentage by 15%.
- Conducted code reviews and provided mentorship to junior developers, which enhanced knowledge transfer and team growth.
- Contributed to agile best practices to produce on-time deliverables.
- Collaborated with product, design, UI/UX, and the engineering team for successful application of new features.

- Implemented responsive design principles, enhancing the user experience across various devices.

AMC Technology
Software Engineer | 06/2020 – 05/2021
- Integrated third-party APIs to enhance application functionality leveraging C#, .NET, and Azure functions.
- Performed code reviews and collaborated in peer programming with developers to enhance team growth.
- Developed UI features using React and Angular for various projects that integrated CTI and CRM applications.
- Enhanced browser compatibilities while also increasing the interactivity rate for end users by 10%.

Freedom Mortgage
Technical Support | 9/3/2019 – 6/2020
- Troubleshoot software issues regarding digital signage and data.
- Deployed digital signage software changes to multiple platforms using For Winds Interactive software.
- Utilized software tools such as the BMC platform to remote into systems to monitor digital signage.
- Utilized Footprints ticketing system to document account management and document troubleshooting processes.
- Created new digital signage to display on multiple platforms.
- Collaborated with team members to achieve and explore different processes to resolve issues.
- User account management using Zoom.

NBC Universal
Technical Operations Analyst | 1/2018-8/2019
- Troubleshoot software issues.
- Deployed software changes to multiple platforms using Jenkins server.
- Utilized software tools such as Jira to document code release processes.
- Communicated with users daily using Slack and email for issues that need to be resolved.
- Monitored dot com issues such as common HTTP status error codes.
- Sent out mass investigation notifications to multiple teams using status page.
- Followed proper escalation processes for mission-critical outages and issues.
- Collaborated with team members to achieve and explore different processes to resolve issues.

Altice USA

Technical Support Analyst |12/2017-1/2018
- Interacted with customers in a call center environment.
- Troubleshoot common issues with modems, routers, and Wi-Fi connections.
- Documented daily operations in the remedy ticketing system.
- Delivered solutions for customers with technical problems.

Core Technology Solutions
NOC Support Analyst | 8/2016-12/2017
- Troubleshoot common networking issues.
- Installed networking devices.
- Configured computer systems.
- Managed computer networking devices
- Monitored network outages.
- Communicated with field techs and customers to resolve mission-critical issues.
- Documented daily operations in salesforce ticketing systems.

EDUCATION
Lincoln Technical Institute | September 2016 – November 2017
Computer and Network Support Technician Certificate

Associate Degree | Bryan University | May 2021
Full Stack Software Development
Completed coursework covering advanced computer science and web development concepts.

Bachelor's Degree | Purdue University Global | December 2025
Computer Science | IT
Currently pursuing a bachelor's degree in computer science.

TECHNICAL SKILLS
Languages: HTML, CSS, JavaScript, TypeScript, C#, Node.js, JSON, RESTful API
Frameworks/Libraries: React, Angular, Redux, Express, .NET, Zod, React Hooks, NextJS
Version Control: Git, GitHub
Responsive Design: Bootstrap, Material UI, CSS Grid, Flexbox, Chakra UI, Semantic UI **Testing:** Jest.
Computer Networking: Computer Networking, Command Line, Application Support, Operating Systems, Data analysis, Software Proficiency, Technical Writing

SOFT-SKILLS
- Strong Customer Service Skills
- Hands-On Troubleshooting

- Excellent Communication Skills
- Software tools and terminology
- Organized and Detail Oriented
- Team Player
- Goal-Oriented
- Leadership Skills
- Problem-Solving
- Fast Learner

REFERENCES

LinkedIn: https://www.linkedin.com/in/kipp-benjamin-jr-524681155/
Portfolio: https://kippbenjamindev.netlify.app
YouTube: https://www.youtube.com/@CodewithKipp
GitHub: https://github.com/Kbenjamin92