Ben Le

Software Engineer

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Education

Full Stack Software Development @ University of Denver

March - September 2020 // Virtual

▹ 6 months coding bootcamp dedicated to hands-on trainings with Frontend software development technologies such as: HTML, CSS, JavaScript, Bootstrap, React. Dedicated 1000+ hours to understanding Computer Science Fundamental including Object Oriented Programing, Data Structures, Software Design and Development

Bachelor of Science in Biology @ University of Colorado Denver

May 2015 – December 2019 // Denver, CO

▹ GPA: 3.8 Honors: Dean's List, Part of PharmD to Be Pipeline Program. Biological studies in Genetics, Biochemistry, Chemistry, Molecular Biology

Project Experience

Employee Management App @ https://github.com/NLe97/Employee-Management-System

JavaScript MySQL NPM

▹ Features the use of MySQL npm package to connect local MySQL Database and perform queries. Usage of InquirerJS npm package to allow users to interact with the interface via command line prompts. Demonstration of MySQL tables to allow the user to add departments, roles, and employees with the feature of being able to update the roles and revise as needed.

Beer Palate App @ https://nle97.github.io/Beer-Palate/

HTML JavaScript CSS

▹ Utilizing the use of third-party API, and parsing JSON string to get data based upon the user's request. Integrating API usage with UIKit front end framework along with using fundamental JavaScript methods to call API to frontend.

Weather Dashboard App @ https://nle97.github.io/weather-dashboard/

HTML JavaScript CSS

▹ Utilizing the OpenWeather API to retrieve weather data for Cities in the US. Features dynamically updated HTML and CSS when portraying the weather for the days of the week. Uses local storage to store any persistent data such as favorite cities that the user would like to view the weather of.

Relevant Experience

Technical Support Specialist @ Invoca

October 2021 - Current // Remote

▹ Partner with the corporate Sales team to assist with onboarding/deployment support of customers in this segment.

▹ Work on and develop programs/campaigns for our scaled segment customers to drive product adoption and customer satisfaction.

▹ Implement tools and metrics to proactively measure quality of our services across the customer lifecycle.

▹ Work cross-functionally to troubleshoot, escalate, and resolve customers' deployment issue and feature requests by working with Sales, Customer Success, Product Support Engineers, QA Engineers, ETC. via Salesforce Ticketing.

Skills

Programming Languages
JavaScript (ES6), TypeScript, HTML, CSS/Sass, GraphQL, Python, R, PHP

Libraries & Frameworks
Bootstrap, jQuery, React, Gatsby, Vue, Node.js, Express, Jekyll, Timber, NativeScript

Tools & Platforms
Git, Gulp, Webpack, Netlify, Heroku, Prismic, Contentful, Craft, WordPress, Docker, Firebase

Soft Skills

Teamwork, Communication, Problem Solving, Telecommunication, Customer Support/Services, Collaboration,

Certifications

University of Denver Coding Boot Camp

September 2022

Completion of 6 months full stack software development program at University of Denver. Validating learning of technologies: HTML. CSS JavaScript, React.js for frontend app development.

AWS Cloud Practitioner

Scheduled for July 2022

Certificate for validation of basic understanding of IT services and their uses in the AWS Cloud platform. Six months of exposure to the AWS Cloud.

Interests

Basketball, Travel, Paddleboarding,