Nick Benedict

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Objective:

IT Professional transitioning to a Software Development role focused on providing the best customer and end user experience possible. Experience with the .Net environment with a focus on C# and ASP.Net.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2021**
  - 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
- **Ball State University, Master of Science in Communication and Information Sciences, Muncie, Indiana, July 2019**
- **Vincennes University, Bachelor of Science in Information Technology, Vincennes, Indiana, May 2018**
- **Vincennes University, Associate of Science in Software Development, Vincennes, Indiana, January 2016**

Competencies & Functional Skills:

Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges

Technical Skills:

Languages/Libraries: C#, ASP.NET, SQL
Cloud Technologies: Azure, GitHub
CI/CD: Agile, Scrum, Git
Databases/ORM: SQL Server, Relational Databases, Entity Framework
Web Technologies: HTML, CSS, APIs, MVC, Responsive web design, Bootstrap

Professional Experience:

Information Technology Specialist (Customer Support), Richard Roudebush, Indianapolis, IN, December 2020 – August 2021

Project Scope: Client was rolling out a Cerner based records system to replace outdated records system

- Provide support to onsite and remote customers to guarantee smooth day to day operations in the hospital.
- Part of the Electronic Health Records Modernization laptop deployment team with the goal of deploying 3,000 systems to end users throughout the hospital.
- Imaged laptops for deployment utilizing SCCM to make sure once imaged the devices had all needed updates.
- Provide customer support services essential to the effective performance of medical IT systems.
- Review IT services requests and tickets to troubleshoot and resolve customers technical issues.
- Install and configure approved software applications for end users.

Information Technology Services Team | Agility Communications MSP August 2019 – April 2020

Project Scope: Worked with clients to provide high quality Information Technology Services

- Provided tier two and tier three support for clients and to technicians on site with the clients.
- Completed internal and external projects to better ensure that Agility was able to meet its client's needs including deployments of Office 365, Window Server, building out domains and SharePoint sites.
- Implemented and managed Active Directory and Group Policy based on client and Agility Communications needs.
- Oversaw client windows server deployments and remote management to make sure that their needs were being met by our technology team.
- Managed client remote backups to make sure that the proper datasets and backups were being completed.
- Oversaw client technology deployments to make sure that project goals were met.
- Managed and maintained client relationships to ensure satisfaction with Agility's team

Research Analyst | Ball State University August 2018 – July 2019

Project Scope: Worked with Professors and other students to complete different projects at the professor's discretion

- Collaborated with stakeholders to execute research on how agile principles could be adopted to cloud-based nonfunctional requirements which went to be presented at ITERA.
- Created and presented and RFI for a rural county in Indiana to gain access to better broadband services.
- Worked with the Upward Bound program to teach a group of students web development over a five week course.
- Researched how to design a functioning User experience lab using IOT and cloud-based devices.