

Benjamin Anderson

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SKILLS

- Azure, AWS, VPSX, PowerShell, Python, Java, SQL, Git, Jira, TCP/IP, DNS, DHCP
- Splunk, Snort, Wireshark, Metasploit, pfSense, Nmap, MISP, Windows, MacOS, Linux, VirtualBox

WORK EXPERIENCE

Xerox: *Help Desk Administrator*

03/2025 – Present

- Increased device uptime by 22% by proactively monitoring 1000+ printers and multifunction devices, coordinating rapid service dispatch, and maintaining critical supply inventories to exceed contracted SLA targets.
- Resolved 95% of customer service tickets within 24 hours, integrating and managing the customers' helpdesk platform, ensuring seamless support and rapid escalation of issues.
- Reduced supply delivery delays by 30% by streamlining toner and part procurement processes, maintaining real-time inventory tracking, and forecasting replenishment needs across multiple client sites.
- Cut device installation time by 40% through standardized DHCP/MAC configuration and pre-implementation firmware management, ensuring new deployments were error-free and ready for immediate use.
- Achieved a 98% client satisfaction rate, acting as the primary on-site advocate, delivering tailored fleet performance reports, and consistently recommending data-driven improvements to maximize user productivity.

Insightful Inc: *Software Engineer*

09/2024 – 08/2025

- Headed the development and maintenance of cutting-edge iOS applications, resulting in an increase in user engagement and a 25% improvement in app performance.
- Architected scalable software architectures, integrating Firebase and Cloud Firestore, which reduced data retrieval times by 40% and improved app stability by 20%.
- Reduced individual coding time per feature from five hours to just under four hours by leveraging automation tools, enabling faster iteration cycles without compromising quality or performance standards within team projects.
- Enhanced app performance and scalability by implementing NoSQL databases like Realm, leading to a 35% reduction in app load times and a 20% increase in user retention.
- Fostered collaboration with cross-functional teams, including front-end developers using React.js, contributing to a 45% increase in user satisfaction scores by integrating seamless social media features and responsive UI/UX designs.
- Adhered to Object-Oriented Programming (OOP) principles, ensuring clean, maintainable code that reduced technical debt by 25% and improved code review efficiency by 30%.

FYI: *Lead Software QA Engineer Intern*

05/2024 – 09/2024

- Championed code reviews and contributed to the refinement of QA processes, instilling a culture of quality and precision within the development team.
- Streamlined bug tracking and reporting processes, leveraging detailed metrics and root cause analysis to enhance resolution efficiency, driving a 25% increase in team productivity.
- Conceptualized the execution of comprehensive software testing procedures, identifying and documenting over 200 critical bugs using Jira, resulting in a 30% increase in overall software quality.

- Orchestrated cross-functional collaboration to perform rigorous regression testing and validate fixes, ensuring flawless integration and timely delivery of software updates
- Engineered and optimized automated test scripts in Xcode and Android Studio, slashing manual testing time by 50% and boosting test coverage by 37%.

Selvawen Communications LLC: Computer Technician	08/2020 – 04/2024
<ul style="list-style-type: none">• Diagnosed and resolved hardware and software issues for clients, achieving a 95% customer satisfaction rate.• Installed and configured operating systems, applications, and drivers on desktops and laptops, averaging 10 installations weekly.• Resolved an average of 20 technical support tickets weekly through effective communication via phone, email, and in-person interactions; achieved a commendable resolution rate of 90%, enhancing overall customer satisfaction.• Developed and delivered training sessions on software applications to end-users, enabling increased self-sufficiency in troubleshooting minor issues, resulting in a significant reduction of IT support requests by 32%.	

EDUCATION

Georgia Institute of Technology Atlanta, GA	01/2025 – Present
<i>M.S. Computer Science</i>	
Western Governors University Salt Lake City, UT	08/2020 – 12/2024
<i>B.S. Computer Science</i>	

CERTIFICATIONS

Splunk Core Certified User - Splunk	Issued 10/2025
CompTIA Network+	Issued 06/2025
CompTIA Security+	Issued 02/2025
ISC2 – Certified in Cybersecurity (CC)	Issued: 02/2025
AWS – Certified Cloud Practitioner	Issued: 12/2024
Linux Professional Institute (LPI) - Linux Essentials Certification	Issued: 09/2024
AXELOS Global Best Practice – ITIL 4 Foundation	Issued: 08/2024
Meta - Advanced React	Issued: 07/2024

