

# Benjamin Winkler

# Full Stack Web Developer

---

Email: [benjaminawinkler@gmail.com](mailto:benjaminawinkler@gmail.com) | Phone: 512-966-5797

LinkedIn: <https://www.linkedin.com/in/b48a1977-benjamin-winkler>

Portfolio: <https://winkler102.github.io/Portfolio/> | GitHub: <https://github.com/Winkler102>

Self-starter with the ability to quickly understand new systems. Experience demonstrating system and device usage to technical and operational staff. Quick learner with a capacity to research and resolve issues as they come up. Currently a customer support agent for Accenture and enrolled in full stack web development bootcamp at University of Texas at Austin.

**Skills:** CSS3 | JavaScript | jQuery | Bootstrap | HTML5 | Node.js | MySQL | Express | GitHub | Agile

## Full Stack Developer Boot Camp

### Certificate of Completion Expected August 2021

UNIVERSITY OF TEXAS AT AUSTIN | Austin, TX

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handlebars.js & ReactJS.

#### Employee Management Application (GitHub Name: employee-manager)

Created an employee database management system using Node.js and MySQL 2. Using Inquirer.js the application allows users with correct level of permissions to select and update the employee.

**Key Skills:** Node Package Management, Code Management

**GitHub repository:** <https://github.com/Winkler102/employee-manager>

**Grade:** 100%

#### Team Profile Generator (GitHub Name: team-profile)

Created an application which allows a team lead to add team members and auto generate a team website with the require application and team profile. Node.js to create a program designed to generate a team page. By creating a template for the webpage and using Inquirer.js to get input from the user this program creates an index.html that can be added to a website.

**Key Skills:** Object Oriented Programming, Test Driven Development

**GitHub repository:** <https://github.com/Winkler102/team-profile>

**Grade:** 98%

#### Movie X (GitHub Name: movie-x)

A website that uses a randomly generating algorithm to select a movie and restaurant based on user inputs. Worked as the team lead and performed research for public API's as well as program the restaurant search system and aid with all other parts of the project. Such as debugging the CSS and HTML files.

**Key Skills:** Team Management, Time Management, API Usage, Mockup, and Responsive Design

**GitHub repository:** <https://github.com/Winkler102/movie-x>

**Deployed Website:** <https://winkler102.github.io/movie-x/>

**Grade:** 100%

## Work Experience

**Accenture**, Austin, TX August 2019 - Present

### Customer Service Representative

- Respond to customer inquiries related to application access
- Aid user application usage based on issues presented and provide instructions on how to operate the platform in a manner that best suites the customer
- Assist new associates by answering questions about internal systems
- Managed 400-600 user emails per day
- ★ Ranked in the top 10 of all 30 support associates

**Harte Hanks**, Austin, TX March 2019 – July 2019

### HBO Now Customer Support, Phone and Chat

- Provided instructions to customers on how to update their account and how to use HBO Now on all compatible devices
- Instructed customers through logon, subscription, and usage processes, thereby increasing customer satisfaction and application usage
- Trained new associates through demonstrating the systems in a live environment and shadowing new associates to answer their questions.

**Kforce/Contract company**, Austin, TX July 2017 – January 2019

### THD PRODUCT SUPPORT TECHNICIAN – CONTRACTOR

- Provided business to business technical support for multiple customer service systems using ServiceNow
- Analyzed tickets to determine appropriate resolutions using tools such as ITSD
- Worked with customers to resolve issues with equipment
- Implemented system updates to fix administrative file issues by removing old files and adding new files
- Trained new associates in usage of ticketing system through shadowing associates in live production
- Analyzed and reported ServiceNow tickets to Quality Assurance team and higher tier agents

## Education

### University of Texas, Dallas

#### Completed Courses

- COSC 1336 Programming Fundamentals 1
- COSC 1301 Intro to computing
- Intro to engineering and computer science

**References available upon request**