# Ben Holbrook

Software Developer

## **WORK EXPERIENCE**

Retail Helpline Analyst (Co-op) | Summer 2024

- Resolved over 850 support tickets through efficient problem solving.
- Provided operational support for more than 1100 retail stores.
- Enhanced communication skills through regular interaction with clients and team members

## **PERSONAL PROJECTS**

Chess Game | 2023 - Present

- Developed a Java based chess program following object-oriented methodologies.
- Implemented an interactive drag and drop GUI using Java AWT.

# **EDUCATION**

Bachelor of Computing, Software Engineering (Co-op) | 2022 - Present

University of Guelph, Guelph, ON

- Currently maintaining a 91% average.
- Completing a minor in Business.

### **Key Academic Projects**

Full Stack Pool Game Development Project (2024):

- Developed and hosted a pool game on a Python web server, integrating it with a custom physics library created in C.
- Designed and implemented an interactive GUI using jQuery and DOM manipulation.
- Utilized SQLite for database management to store various game states.

Associative Array Library Project (2023):

 Developed an associative array API in C which provided insert, query and delete operations for key/data pairs using a hash table.

Formula 1 Website Development Project (2023):

 Used HTML with CSS styling to develop a website from scratch explaining the sport of Formula One racing to new fans.

#### **CONTACT**

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## **TECHNICAL SKILLS**

#### Languages:

C, Python, Java, HTML, CSS, SQL

#### **Operating Systems:**

Mac OSX,

Windows,

Linux

#### **Development Tools:**

Git, Trello, Slack, Docker

#### Other Skills:

Agile Software Development,

Pair Programming,

Unit Testing,

Valgrind,

Microsoft Office Suite,

**Version Control Practices** 

### **RELEVANT COURSEWORK**

Data Structures,

Algorithms,

Object-Oriented Programming,

Operating Systems,

Web Design,

User Interface Design,