

BEN DAY — FULL-STACK SOFTWARE ENGINEER

RESUME OBJECTIVE

Junior Software Developer with 5+ years of experience in the customer service industry. What may be lacking in experience is made up in tenacity, eagerness to learn, and great ability to work in a team. Excels in the backend environment, but just as proficient in frontend spaces, and gravitates toward database structure and management. Experience with SQL and NoSQL databases, along with corresponding ORMs and ODMs.

EXPERIENCE

February 2018– September 2022 | Mortgage Educators & Compliance
American Fork, UT

Customer Service Manager

- Assisted around 100 customers daily over the phone, live chat, and email
- Trained a team of 10+ customer service employees in compliance regulations and support measures
- Directed Mortgage Loan Officers in license compliance requirements and assisted in license origination and renewal
- Managed customer frustrations and worked to find the best solution for their education needs

September 2022 – March 2023 | University of Utah, Salt Lake City, UT

Full-Stack Software Engineer Student

- Programmed nearly 20 separate applications, including a PWA, a social media backend, a weather API, a professional portfolio, and more
- Completed weekly challenges implementing coding languages and practices covered in class as well as concepts learned in personal study
- Peer-programmed 3 full-stack applications from scratch in small groups, collaborated using GitHub and Slack, making sure to work effectively as a team



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EDUCATION

2023

University of Utah,
Salt Lake City, UT

Full-Stack Software Development Certificate

SKILLS

Active listening / Conflict
management / Team player

HTML / CSS / **JavaScript**

GitHub / Node / REST APIs

Express.js / **MySQL**

Sequelize / MVC / **NoSQL**

MongoDB / Mongoose

React / MERN