Benjamin Payne

SENIOR DEVELOPER

Grand Rapids, MI 49546
616.634.2033
me@benpayne.dev

PROFESSIONAL SUMMARY

Highly skilled Senior Developer bringing 11 years of experience designing, developing and installing software programs, systems and applications. Proven project manager with background leading distributed teams in complex development projects. Experienced in building web applications using Linux, Apache, MySQL, PHP, HTML, CSS, JavaScript, Laravel, Vue, jQuery, and Bootstrap.

WORK HISTORY

Nov 2022 — Present
National Service Alliance
Louisville, KY

Senior Developer

- Modernized legacy monolith — 10k+ lines changed, upgrading PHP 5.3 → 8.4.
- Automated On Demand servicer onboarding, streamlining several hundred data entry points.
- Developed an AI classifier to handle fuzzy customer responses to automated text messages.
- Created mission-critical call routing software handling hundreds of calls/month using geolocation mapping.
- Developed an AI-powered IVR for instant servicer and customer information retrieval.
- Deployed software using GitHub CI/CD. Managed software using GitHub version control.
- Implemented consistent coding practices using PEP8 and PSR-12 style guides.

Sep 2022 — Nov 2022
AnswerNet
Willow Grove, PA

Senior Developer

- Developed QA dashboard for internal staff to evaluate calls, handling 1000s of calls per day across 20+ clients.
- Delivered new 'lite' solution for Third Party Verification clients with custom designed systems.
- Evaluated and improved development work of other developers, providing training and knowledge transfer.
- Reviewed and incorporated latest technology innovations to improve build speed, quality and end-user experience.
- Deployed software using GitHub CI/CD. Managed software using GitHub version control.
- Implemented consistent coding practices using PEP8 and PSR-12 style guides.

Jan 2015 — Sep 2022
Northpointe Bank
Grand Rapids, MI

Senior Application Developer

- Developed digital banking onboarding platforms onboarding millions of dollars in retail banking applications annually.
- Developed Nintex RPA solutions consuming banking data into core systems, lowering costs by several million dollars over 8 years.
- Developed Retail Lending origination platforms originating millions of dollars in applications each month.
- Developed B2B Correspondent Lending applications facilitating purchases of millions of dollars in loans monthly.
- Deployed software using TeamCity CI/CD. Managed software using GitLab version control.
- Implemented consistent coding practices using PEP8 and PSR-12 style guides.

Dec 2009 — Jan 2015
USMC
Camp Lejeune, NC

Squad Leader

- Lead squad of 13 Marines.
- Conducted live fire exercises with millions of dollars in equipment.
- Ensured maintenance and accountability of millions of dollars in equipment.
- Deployed with the 22nd Marine Expeditionary Unit to the Persian Gulf.

EDUCATION

Jan 2022 — Jun 2022
Udacity Online

Nanodegree — Data Science

- Focus on technical writing, ETL pipelines, recommendation engines, machine learning, and software development.
- Used Python, Numpy, Scikit-Learn, Pandas, Flask, and Jupyter.

Jan 2019 — May 2021
Davenport University
Grand Rapids, MI

BS — Computer Science

- Focus on AI and Machine Learning.
- Dean's List Fall 2019, Winter 2019, Spring/Summer 2020. President's List Winter 2021.

SKILLS

PHP | JavaScript | MySQL | Laravel | Vue | AI / ML