Ben Goddard

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Full Stack Developer

I am a software developer that takes pride in my adaptability and resourcefulness when approaching problems. With a decade of experience in customer service and a Bachelor's in Information Technology, I thrive as an interface between people's problems and technology's solutions.

Languages: Javascript, Python, HTML5, CSS, SQL, EJS

Frameworks: ReactJS, NodeJS, Express, PostgreSQL, Sequelize, MongoDB, Mongoose, Materialize, Bootstrap

Systems: Windows XP/7/10 and linux administration, IP networking, network security practices

Projects

Spring: Platformer game built with Javascript/Phaser	**December 2019**
Teamwork Simulator: Full Stack collaborative whiteboarding application with web sockets	**January 2020**
PetRex: Full stack pet health management application built with ReactJS	**January 2020**
Spring Again: Platformer game rebuilt with the Unity game engine	**February 2020**

Education and Professional Certifications

General Assembly: Software Engineering Immersive   **Graduated February 2020**

Full-stack software engineering immersive student in an intensive, twelve-week, 480+ hour program focused on product development fundamentals, object-oriented programming MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

Bachelor of Science in Information Technology   **Graduated August 2019**
Western Governor's University, Salt Lake City, Utah
CompTIA: A+, Network+, Security+, Linux+
Microsoft: Certified Professional in Windows 7 Configuration
Linux Professional Institute: System Administrator

Professional Experience

Pharmaceutical Delivery | Costless Senior Services, Gig Harbor, WA   **April 2015 - November 2019**

Packaged and delivered medication and supplies to nursing homes and government facilities, maintaining confidentiality and professionalism to protect customer's information.

- Established and maintained professional trust with customers through effective and honest communication. Personally introduced the now company-wide standard of offering driver's personal phone numbers to clients to allow special delivery requests, resulting in improved customer satisfaction and retention.
- Documented best practices into a spreadsheet available to coworkers, serving as a reference in scenarios they are unfamiliar with, accelerating the on-boarding process for new employees.

Customer Service Clerk | Albertsons LLC, Gig Harbor, WA   **March 2011 – January 2015**

Processed customer transactions, returns, complaints, and served as a point of escalation in person, over the phone, and online. Maintained and ordered inventory and special requests.

- Practiced in problem identification and resolution. Effectively delegated coworkers to assist various customer needs, analyzing every scenario to maximize customer satisfaction.