‍Benjamin Kastner

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SUMMARY OF QUALIFICATIONS

Competent GIS professional with service desk experience in a higher-education environment and IT engineering experience in a major healthcare institution. Configured miniature supercomputer (Beowulf cluster) to be used for student projects/research and recruitment by the Computer Science Department at Calvin College.

CORE COMPETENCIES

* Geographic Information Systems
* Python
* Cartography

PROFESSIONAL EXPERIENCE

**Software Engineer** | August 2019–Present

*Shotover Systems, Boulder, CO*

* Created custom OpenStreetMap theme using CartoCSS
* Developed python framework for automating repetitive data processing tasks
* Obtained and converted data to proprietary file format for various law enforcement and government agencies

**Engineering Intern - Client Engineering Team** | May 2018 – August 2018

*Spectrum Health, Grand Rapids, MI*

* Provided Level 2 support for workstations, mobile devices, and virtual desktop infrastructure
* Approved or rejected 79 access requests for virtual desktop infrastructure (VDI) pools following procedure
* Assisted with creating and modifying VMware AirWatch profiles as requested by analysts
* Monitored team’s issue queue and routed incidents appropriately
* Assisted with configuring prototype iGEL (Linux-based) secure guest internet kiosk

**HelpDesk Technician** | Two summers and parts of two semesters from June 2016 - August 2017

*Calvin College, Grand Rapids, MI*

* Provided Level 1 support for faculty and staff, and assisted with Level 2 support
* Ensured excellent customer service by resolving 400 support tickets
* Improved asset visibility by inventorying assets in the field and in storage.
* Helped test, repair, and/or perform maintenance on classroom technology in over 30 classrooms to ensure reliability during class
* Helped modify language pack for Calvin LifeWork Moodle site and helped test companion Android app
* Resolved classroom technology issues while under time pressure to minimize disruption to the class

**EDUCATION**

**Bachelor of Computer Science (BCS)** | Calvin College, Grand Rapids, MI | **GPA: 3.89**

TECHNOLOGIES USED

* ESRI ArcGIS Desktop
* ESRI ArcGIS Online
* Microsoft Windows
* QGIS
* Python
* Linux
* GDAL/OGR
* OpenStreetMap
* PostgreSQL