

# Benjamin Teo

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## Education

**Sauder School of Business at The University of British Columbia, Canada** (Transfer) Exp. Graduation May 2018

Bachelor of Commerce in Computer Science and Business (GPA: 3.2)

Related Coursework: Quantitative Analysis, Management of Information Systems, Information System Technology

Development, Models of Computation, Software Construction, Software Engineering, Intermediate Algorithms and Data Structures, Relational Databases, Operating Systems.

**Boston College, College of Arts and Sciences, USA**

September 2013 – May 2014

Bachelor of Science in Biology (GPA: 3.8)

## Technical Skills

- Quantitative analysis w/ Excel
- Spreadsheets
- Resource Modelling
- Knowledge of Software Development Life Cycle
- Various programming languages and frameworks
- Quantitative Modelling
- Pivot Tables
- VLookup
- Stakeholder Analysis
- UML 2.0

## Projects

**Key Performance Indicator Dashboard Module**

January 2017 - Present

**Project manager** on a team of eight people developing a browser-based module which extends the OpenDental system, used by My Practice Matters, a Dental Consulting Practice. The module's main purpose is to produce performance reports based on key performance indicators (KPI's).

- Created a project plan that included specifications for design, as well as both business and technical requirements.
- Managed project scope, and identifying the project's minimum viable product, resulting in minimal scope creep.
- Generated a risk management plan, liaised with stakeholders in order to assess probability of external project risks, and consulted with team members on internal project risk.
- Currently planning the test phase, specifically for user acceptance and internal testing.

**Technologies used: C#, MySQL, OpenDental API**

**UniTracker**

December 2016 – Present

Designed and developed of a web-application that allows users to track their packages in a company-agnostic form.

- Features: outputs tracking information for a user's package.
- Example of use: user inputs tracking number, the server validates the format, queries the matching company's API, and outputs the information returned using REST endpoints
- Uses various design patterns including factory, facade, and strategy.

**Technologies used: REACT, HTML, CSS, Bootstrap, NodeJS, RESTful API's, Typescript, various company-specific API's.**

## Experience

**Direct Liquidation: Burnaby, BC**

July 2015 - January 2016

Direct Liquidation is a liquidation warehouse that specializes in the redistribution of merchandise that has been acquired from distressed locations.

*Marketing and IT Officer*

- Redesigned online store within two months in response to feedback, resulting in 15% increased sales on the following month.
- Maintained and monitored company computer network and firmware, resulting in 100% uptime.
- Improved marketing initiatives on social media through contests, resulting in increased customer interaction by 7 interactions per month across all social media.

**Sage Lighting: North Vancouver, BC**

July 2014 - September 2014

Sage Lighting LTD is a manufacturer of electronic ballasts and LED drivers with head office located in Vancouver, BC, Canada.

*Sales and Customer Service Representative*

- Generated sales leads,, resulting in a company-record 11 new prospective clients in one month.
- Organized correspondence with existing clients, and managed their needs, resulting in overwhelmingly positive feedback.
- Conducted a study on the costs and benefits of company technology transition to cloud-based software.

## Activities

**Interests:** Producing electronic music, logo designing in Photoshop, fantasy football

**Athletics:** Rugby, lifting weights, basketball, soccer