

# Ben Cook

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## Objective

To obtain a software developer position in a dynamic and innovative organization where I can use my technical and analytical skills.

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## Experience

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### Applied Technical Services | Marietta, GA

*Lab Technician, November 2022 - Present*

- Responsible for measuring, calibrating, and certifying a wide range of equipment and instruments including micrometers, height gauges, calipers, and coating thickness gauges to ensure precise accuracy and adherence to specifications.
- Perform routine inspections on various components and machined parts using advanced metrology equipment and participate in both internal and external audits.
- Responsible for conducting training sessions for new technicians which cover the proper usage and maintenance of metrology equipment, as well as the most efficient techniques for accurate data entry.
- Working with clients to provide fair and clear-cut quotes for service costs and proactively review purchase orders to maintain accuracy and organization.
- Collaborating with over 50 valued clients daily, fellow metrology technicians, and engineering and production teams to identify measurement requirements, resolve technical issues, and promote the smooth transition of products from our laboratory back to the clients.

### Greenpoint Ag |

Vienna, GA

*Sales Assistant, June 2021 - October 2022*

- Exhibited excellent customer service skills by being eager to communicate with customers, seamlessly handling customer inquiries, and assisting in the process of developing and implementing innovative marketing strategies to ensure ongoing success of the company and ultimate satisfaction for the customers.
- Built and maintained relationships with over 200 clients and more than 30 coworkers, fostering a healthy, efficient, and approachable work and sales environment.
- Sought out new opportunities and leads to expand my knowledge and experience levels, welcoming new challenges and striving to exceed company goals.
- Responsible for collaborating with the rest of the sales team to achieve sales targets and boost company performance by providing insights and feedback on customer preferences and relevant market trends.

### Georgia Integrated Technologies | Americus, GA

*Service Technician, August 2018 - August 2022*

- Supplied residential wireless internet services to homes in Americus, GA and surrounding areas by performing the installation and maintenance of radio communication equipment on telecommunication towers.
- Utilized high-quality customer service and communication skills to smoothly install wireless internet equipment at residential properties.

- Responsible for thoroughly assisting in the process of employee recruitment as well as new-employee training sessions.
- Exhibited valuable qualities of reliability and exibility by being on-call 7 days per week, being readily available in the event that a service call was placed or one of our products needed attention or maintenance.

## **Education**

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### **Columbia University**

Full Stack Software Engineering

## **Skills & abilities**

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Eagle Scout | January 2014 - June 2020

- Achieved the highest possible rank in the Scouts BSA program of the Boy Scouts of America (BSA).
- Conceptualized a creative and unique community service project, leading 40+ volunteers over the course of 30 days in the renovation of a new stairwell for a local elementary school.
- Communicated troop initiatives and accomplishments, publicly speaking to large crowds within the community while on Senior Patrol Duty.