Ben Chi

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WEB DEVELOPER

- Highly organized developer backed by several years of technology industry experience
- Focused on software engineering and development using HTML, CSS, and JS
- Working knowledge of networking, computer/mobile hardware, task automation, and data analysis
- Tenacious work ethic focused on producing high quality real world solutions

Programming	Applications & Tools	Technical Knowledge
(Ordered most to least proficiency) **Javascript** - ES2015/ES6, Node.js, Express, Electron, Mongoose, Jest, React/Redux, Angular, Typescript **HTML/CSS** - Bootstrap **Python** - Tkinter **VBA** **Command Line** - Powershell **Java** **MongoDB**	**Web Development** - Chrome Developer Tools, Postman, Restlet **Editors -** VS Code, Pycharm, Sublime Text **Repositories** - Git/Github, Perforce **Google Suite API** - Gmail, Docs, Spreadsheet **Microsoft Suite** - Word, Excel, Power BI **Websites** - Wordpress, Heroku **Ticketing** - Ivanti, Service Now, Jira **Proxies** - Charles, Fiddler, Wireshark	Software Development Lifecycle, REST API, Change Management Process, Agile Development, Scrum, Kanban, Service Level Agreements (Root Cause Analysis, Escalation and Outage procedures), Networking (OSI, HTTP), Computer Hardware familiarity, iOS and Android familiarity, Writing Technical Documentation (Confluence)

Projects

- **Device Management App** (Electron, NodeJS, HTML5, CSS3, and Bootstrap)
  - Automates device management process: authenticates, extracts excel data, creates and autofills ticket for each entry, relocates devices, prints success/failure details. Responsive layout with error checking.
  - Work product - Not publicly available due to confidentiality
- **Email Metrics App** (Python, Tkinter, Numpy)
  - Validates, sanitizes, and takes input to specify date and label parameters. Measures and creates metrics for response time based on the first outgoing reply on each thread. Utilizes Tkinter to create a GUI for easier, more intuitive user access. Queries, shows progress, and saves the output to a .txt file.
  - Work product - Not publicly available due to confidentiality
- **GIF Story** (React, Redux, HTML5, CSS3)
  - Takes user input, parses it, and turns it into a gif story book. Features story saving, custom gif selection, and state management.
  - https://giphy-story.herokuapp.com/ - https://github.com/BenTheChi/gif-story
- **Dance Archive API** (NodeJS, Express, Mongoose, MongoDB, Jest)
  - Ongoing project. Organizes dance competition footage. Uses a RESTful architecture and standard CRUD operations to communicate to MongoDB. Testing done with Jest. Features user authorization.
  - https://github.com/BenTheChi/dance-archive
- **Dog Walk Scheduler** (NodeJS, Cheerio)
  - Ongoing project for the Paradise Pet Lodge. Parses HTML report using Cheerio. Assigns dogs to https://github.com/BenTheChi/paradise-pet-lodge
- **Health Tracker** (Typescript, Angular, HTML5, Bootstrap)
  - Activities sorted alphabetically, by value, and by completion status, suggested activity generator, aggregates score and shows overall summary of health, add new activities, validates new added activities and highlights invalid fields
  - https://chi-health-tracker.herokuapp.com - https://github.com/BenTheChi/health-tracker

WORK EXPERIENCE

- **Service Desk Analyst for Vix Technology** (Nov 2018 - Aug 2019)
  - Creating and owning tickets to investigate incidents received by customers
  - Tracking in field equipment for ORCA and DART
  - Researching user requirements and coding solutions to automate routine tasks and reports resulting in saved time, process refinement, and less human errors

- **Tour Guide for Savor Seattle Food Tours** (Mar 2018 - Nov 2018)
  - Check in and follow up with guests before tour
  - 2 hours of walking through the market, talking about history, and serving food tastings
  - Constant crowd control with groups of up to 16 people during peek market hours
  - Provide directions, recommendations, and guidance post tour

- **Cell Phone Repair Technician for UBreakIFix** (May 2018 - Aug 2018)
  - Mobile device hardware and software troubleshooting and repair
  - Computer hardware and software troubleshooting and repair
  - Repair ticket triage and management
  - Customer service over the phone and at the front desk

- **IT Technician and Computer Specialist for Computer Know It Alls** (Jan 2018 - Apr 2018)
  - Providing IT services to businesses and individuals
  - Private tech tutoring
  - Providing written tutorials

- **Site Reliability Engineer for Comcast Technology Solutions** (Sep 2015 - Aug 2017)
  - Specialized troubleshooting for PDK and ADK services (Player Dev Kit)
  - Media encoding, storage, and delivery troubleshooting
  - Attend scrums, retros, and grooming sessions to represent customer escalations
  - Front end troubleshooting and automated scripting in JS, HTML, and CSS resulting in hours of saved time

- **Application Support Engineer for Comcast Technology Solutions** (Mar 2015 - Sep 2015)
  - Monitor system and service infrastructure health status
  - Networking troubleshooting across multiple layers using proxies, the web inspector, and Linux commands
  - Log reading and error interpretation
  - Ticketing triage, solutions, and escalation

EDUCATION

- **BA in Computer Science**
  - 2014 University of Hawaii at Manoa

- **BA in Psychology**
  - 2012 University of Hawaii at Mano