

# Ben Underwood

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8+ years of experience in software development and technical support with expertise in full-stack development using .NET, Angular, and modern web technologies. Proven track record of designing and implementing internal applications, developing user interfaces, and providing comprehensive IT support across diverse environments. Specialized in C#/.NET development, web technologies, and application deployment with experience in both enterprise and startup environments.

## PROFESSIONAL EXPERIENCE

### Customer Service Associate | THE HOME DEPOT | 2024 - Present

Provide comprehensive customer service support in high-volume retail environment

- Handle item returns, order fulfillment, and payment processing serving 30-50 customers daily
- Received 2 Associate of the Month Awards and 4 Associate Homer Awards for excellence in customer service
- Process credit card transactions and resolve customer inquiries achieving 90%+ customer satisfaction rate
- Collaborate with team members to maintain store operations and support general customer needs

### Career Break | PERSONAL DEVELOPMENT | 2023 - 2024

Focused on personal health management and spiritual growth while developing professional skills

- Pursued self-directed learning in professional communication and team collaboration
- Engaged in reflection and personal development activities to strengthen workplace effectiveness
- Maintained technical skills through continued learning and preparation for return to software development

### Junior .NET Developer | DATAQUEST / TARGET SYSTEMS | 2022

Developed frontend components for genome analysis applications in enterprise healthcare environment

- Designed and implemented frontend interface for genome analysis tool using C#/.NET framework
- Collaborated with development team on healthcare software solutions
- Applied modern development practices through modular design patterns

### Junior .NET Developer | VIZO FINANCIAL CORPORATE CREDIT UNION | 2019 - 2021

Led full-stack development of internal financial applications serving credit union operations

- Designed and developed internal applications using Angular, C#/.NET Core, Material Design, and Bootstrap serving 5-10+ internal users daily
- Created authorization profiles for internal applications with environment variables, enabling easy feature debugging and testing
- Implemented Entity Framework solutions improving application performance and data access efficiency
- Utilized CI/CD pipelines using TeamCity and Azure DevOps Services for streamlined deployment processes
- Created comprehensive documentation for 2+ projects covering setup, configuration, and maintenance procedures
- Delivered 5-10+ application features on time through agile development methodologies

### Web Developer Intern | THE FINAL STEP | 2018

Developed web application features for nonprofit fundraising platform

- Designed and developed features for boldlygive.com using HTML/CSS, JavaScript, PHP, and MySQL
- Updated HTML formatting and implemented PHP/MySQL database modifications
- Contributed to nonprofit fundraising platform supporting community initiatives

### IT Assistant | WEST SHORE EVANGELICAL FREE CHURCH | 2017 - 2018

Managed comprehensive IT support and infrastructure for multi-site organization

- Provided on-site and remote helpdesk support to 10-20+ employees, administrators, and volunteers
- Administered VMware, Windows Server 2012, Exchange, and Office 365 environments serving 10-20 users
- Developed Python automation tools using Selenium reducing manual inventory processes by 80%
- Created 5-10 IT solutions for computer and printer management improving operational efficiency
- Upgraded 7+ machines enhancing staff productivity by 80% through hardware optimization
- Reduced help desk ticket resolution time through proactive system monitoring and maintenance

### **IT & Web Dev. Intern | WPGF CUMBERLAND VALLEY CHRISTIAN RADIO | 2017**

Developed radio website components and provided technical support for broadcast operations

- Developed radio website components using WordPress, Joomla, PHP, JavaScript, and CSS
- Provided technical support to staff and created documentation for future use
- Assisted with technical obstacles in broadcast and web operations

### **ITS Technical Assistant | MESSIAH UNIVERSITY | 2015 - 2017**

Provided technical support and system administration for university IT infrastructure

- Supported 20+ students, staff, and faculty with computer-related issues and technical procedures
- Deployed 20+ machine configurations using MS Deployment Studio reducing setup time by 80%
- Maintained helpdesk ticketing system processing 5-10+ requests monthly with 95% resolution rate
- Collaborated with IT team to ensure system reliability and user satisfaction

## **EDUCATION AND CERTIFICATIONS**

**Bachelor of Science, Computer & Information Sciences - Software Development | MESSIAH UNIVERSITY | 2015 – 2019**

## **PROFESSIONAL DEVELOPMENT**

### **Frontend Development Bootcamp | FREEMOTE | 2024 - Present**

Ongoing bootcamp focused on HTML/CSS and mobile responsive design principles

### **.NET Development Mentorship | MENTORCRUISE | 2025 - Present**

One-on-one mentorship program focused on advanced .NET development practices and career growth

## **CORE COMPETENCIES AND TECHNICAL EXPERTISE**

**Programming Languages:** C#/.NET, .NET Core, .NET MAUI, Python, Java, JavaScript, TypeScript, PHP, VB.NET

**Web Technologies:** HTML/CSS, Angular, Node.js, jQuery, Bootstrap, Material Design

**Databases:** SQL Server, MySQL, MongoDB, Entity Framework, SSMS

**Development Tools:** Visual Studio, VS Code, IntelliJ IDEA, Git/GitHub, Azure DevOps, TeamCity

**Systems & Platforms:** Windows Server, VMware, Active Directory, Office 365, Exchange

**Methodologies:** Agile/Scrum, CI/CD, Version Control, Documentation

## **PROJECTS**

### **ChessPages | 2025**

A choose your own adventure application supporting multiple chess games with interactive gameplay features

- Developed using Python and Visual Studio Code with AI-assisted development tools
- Created modular game logic supporting 5+ different chess scenarios and story paths
- Available at: <https://github.com/terracotta004/ChessPages>

### **BookStore API | 2024**

RESTful API supporting complete CRUD operations for book management system

- Developed using ASP.NET Core and MongoDB for scalable data management
- Created comprehensive documentation following Microsoft Learn best practices
- Available at: <https://github.com/terracotta004/BookStoreApi>

### **GameRepo - Rules Lookup | 2018 - 2019**

Team developed web application hosting searchable database of board and card game rules

- Developed using HTML/CSS, PHP, and MySQL with responsive design principles as part of team project
- Deployed using Heroku with CircleCI integration for automated testing and deployment
- Created user-friendly interface reducing rule lookup time by 80%