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

Software Development Analyst Intern | TECHJOY SOFTWARE | 2026 - Present
Develop and extend Next.js applications as part of collaborative remote development team
- Extend Next.js projects using JavaScript/TypeScript and modern web development frameworks
- Leverage AI tools including ChatGPT Codex to enhance development efficiency and code quality
- Collaborate with development team to effectively meet project goals and deliver features
- Apply research skills and personal development experience to solve technical challenges

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 | WPFG 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
PixelGrid | 2025
Interactive pixel grid application featuring dynamic animations and visual effects
- Built using JavaFX and IntelliJ IDEA with modern UI/UX design principles and AI-assisted development tools
- Implemented 2+ animation patterns with customizable parameters for enhanced user experience
- Optimized rendering performance achieving 60 fps for smooth visual animations
- Available at: https://github.com/terracotta004/JavaFx-PixelGrid

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
Collaborative 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%