Ben Holbrook

Software Developer

WORK EXPERIENCE

Tier 2 Support Team (Part-Time) | Pomegranate Technologies | Winter 2025

- Resolved complex technical issues escalated from Tier 1, ensuring timely resolution though efficient troubleshooting
- Leveraged experience with Python to update clients' integration codebase based on evolving business requirements

Technical Account Management (Co-op) | Pomegranate Technologies | Fall 2024

- Collaborated with cross-functional teams to provide technical support to over 100 clients
- Developed Python scripts to increase team efficiency in responding to common support requests

Retail Helpline Analyst (Co-op) | Home Hardware | Summer 2024

- Resolved over 850 support tickets through efficient problem solving.
- Enhanced communication skills through regular interaction with clients and team members

PERSONAL PROJECTS

Chess Game | 2023 – Present

- Developed a Java based chess program following object-oriented methodologies.
- Implemented an interactive drag and drop GUI using Java AWT.

EDUCATION

Bachelor of Computing, Software Engineering (Co-op) | 2022 – Present

University of Guelph, Guelph, ON

- Currently maintaining a 92% average.
- Completing a minor in Business.

Key Academic Projects

Full Stack Pool Game Development Project (2024):

- Developed and hosted a pool game on a Python web server, integrating it with a custom physics library created in C.
- Designed and implemented an interactive GUI using jQuery and DOM manipulation.
- Utilized SQLite for database management to store various game states.

CONTACT

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TECHNICAL SKILLS

Languages:

Python, SQL, C, Java, HTML, CSS

Operating Systems:

Mac OSX,

Windows,

Linux

Development Tools:

Git, Trello, Slack, Docker

Other Skills:

Agile Software Development,

Pair Programming,

Unit Testing,

Valgrind,

Microsoft Office Suite,

Version Control Practices

RELEVANT COURSEWORK

Data Structures,

Algorithms,

Object-Oriented Programming,

Operating Systems,

Web Design,

User Interface Design,