

Ben Holbrook

Software Developer

WORK EXPERIENCE

Pomegranate Technologies | Fall 2024 – Summer 2025

- **Support Engineer Co-op | Summer 2025**
 - Conducted end-to-end testing of an AI chatbot, improving accuracy and reducing investigation time for support engineers.
 - Streamlined onboarding for 8 new team members by creating documentation and leading training sessions.
- **Support Engineer Contract Part Time | Winter 2024**
 - Maintained Python code that powered integrations for 200+ clients, ensuring reliable and accurate data pipelines.
 - Partnered with the Technical Project Management Team to design and implement logic enhancements.
- **Technical Account Management Co-op | Fall 2024**
 - Collaborated across cross functional teams to provide support to over 150 clients, ensuring timely resolution of complex issues.
 - Developed Python scripts that eliminated repetitive tasks, boosting team efficiency and saving up to 5+ hours per week.

Home Hardware Stores Limited | Summer 2024

- **Retail Helpline Analyst Co-op**
 - Resolved over 800+ support tickets, applying efficient problem-solving techniques to delivery timely solutions.
 - Strengthened client-facing communication skills through consistent collaboration with customers and across internal teams.

PERSONAL PROJECTS

Fitness Booking App | 2025 – Present

- Developed a cross platform mobile application using React Native with Expo, ensuring consistent performance across IOS and Android.
- Designed and implemented a Django REST Framework backend, providing secure API endpoints for authentication, and data management.

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.

CONTACT

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TECHNICAL SKILLS

Languages:

Python, SQL, C, Java

Web Technologies & Frameworks

HTML, CSS, JavaScript, React

Operating Systems:

Mac OSX,

Windows,

Linux

Development Tools:

Git, Trello, Slack, Docker, Expo

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,

Microcomputing