



Ben Chan

Full Stack Web Developer | Apple Certified Macintosh Technician (ACMT)



benfullstack.dev



linkedin.com/in/benhpchan



github.com/benfullstackdev

SKILLS

Programming Languages: JavaScript, TypeScript, PHP, C#, HTML, CSS/SASS, Bash

Frontend: React, Next.js, Tailwind CSS, ShadCN, Mantine UI, TanStack Query, TensorFlow.js

Backend: Node.js, Bun, npm, Express.js, Hono, ASP.NET, Redis, BullMQ

Databases: MongoDB, MySQL, PostgreSQL

ORM & DB Tools: Prisma, Sequelize, MySQL Workbench

Authentication & Security: OAuth, Clerk

DevOps & Cloud: Vercel, Render, AWS S3, CI/CD, Virtual Machines

Version Control & Collaboration: Git, GitHub, Jira, Trello, Slack

Design & Documentation: Figma, Photoshop, Material for MkDocs

Practices & Concepts: Agile/Scrum, RESTful API Design, Networking, UI/UX, SEO, E-commerce

Infrastructure & Networking: Windows Server 2016, Domain Controllers, Active Directory (Users & Groups), GPOs, Cisco IOS, VLANs, SVI with SSL, Port Security, Router-on-a-Stick, DHCP, NAT, ACLs, IPv4 Subnetting, IMAP, SMTP, Microsoft Exchange, OSI Model, Cisco Meraki

Endpoint Support & Systems: macOS and iOS troubleshooting, Hardware diagnostics and repair (Mac & iPhone), Software issue isolation and root-cause analysis, Device setup and migration, Data backup and recovery, User account and system configuration

Professional Skills: Problem-solving, Time Management, Attention to Detail, Quick Learner, Team Collaboration, Self-Directed

PROJECTS

Jargon - AI Powered Gamified Learning App | Full Stack Developer

Sep 2025 - Dec 2025

GitHub: github.com/Jargon-IDSP

App Landing Page: jargon-app.framer.website | App Demo: jargon-app.ca

- Built the initial frontend setup using **React** and **Vite**, and the backend API server using **Node.js**, **Hono**, and **TypeScript**, following MVP architecture principles.
- Implemented **Clerk Authentication** for secure login sessions and protected routes.
- Integrated **TanStack Query** for frontend caching, **Redis** for backend caching, and **BullMQ** for queue management.
- Developed drawer UI components using **ShadCN** and **Tailwind CSS**.
- Implemented a QR code scanner using the **html5-qrcode** library.
- Built a camera-based tool identification feature using **TensorFlow.js** on the frontend.

- Added celebratory effects with confetti using the **canvas-confetti** library when users complete quizzes.

Montro - Expense Tracker Web App | Frontend Developer

May 2025 - Jun 2025

GitHub: github.com/idsp-2380-expense-tracker

App Landing Page: montro.framer.website | App Demo: frontend-zyfs.onrender.com/splash

- Configured **SASS** variables based on design blueprints from UI/UX students.
- Implemented app layouts using **CSS** Grid and Flexbox.
- Built UI components with **Mantine**, including buttons, calendars, charts, drawer, and an in-app carousel for financial education and money-saving articles.

WORK EXPERIENCE

York House School - Vancouver, BC

2020 - 2021

Technology and Audio Visual Support Specialist

- Managed and deployed MacBooks, iPads, and Apple TVs to teachers using the Mosyle MDM platform.
- Resolved computer and A/V-related issues through SolarWinds ticketing system.
- Wrote custom Bash scripts to automate macOS and iPadOS installations, tailoring specific app sets for different teachers and grade levels.
- Set up A/V equipment such as lapel/handheld microphones, theatre lighting, and presentation slides in theatre for high school musical productions, band orchestra performances, graduation ceremonies, and other special school events.
- Modified and improved the A/V theatre booth workflows and productivity by redesigning the equipment placement in the booth.
- Installed and set up Cisco Meraki access points throughout the school.
- Supported and taught elementary school students how to use Apple devices for their projects.

Doctors of BC - Vancouver, BC

2019 - 2020

IT Support Specialist

- Deployed new iPhones using Cisco Meraki MDM and Windows 10 Pro laptops through the KACE deployment system for new employees.
- Created custom batch scripts for Windows 10 Pro image and deployment.
- Supported remote staff working from home through WebEx / Phone support hotline and in-house staff through the KACE ticketing system.
- Created Active Directory and Microsoft Exchange user accounts. Apply appropriate permissions to different users and departments.
- Identified and resolved Networking, Citrix, A/V equipment in meeting rooms, and network printer issues.
- Installed 10GbE switches for better network performance.
- Provided IT orientations to new hires on how to use, set up, and operate the assigned devices/technologies.

- Created and updated “How-to” iPhone knowledge base articles for employees.
- Created and updated documentation on application and system configurations.

Apple Canada Inc., Oakridge Centre - Vancouver, BC

2009 - 2019

Technical Specialist → Genius | 2012 - 2019

- Diagnosed and troubleshoot Apple products using the Evaluate, Isolate, Resolve methodology.
- Performed in-store hardware and software repairs on Mac and iPhone devices.
- Diagnosed and resolved issues across iOS, Apple Watch, and Apple TV platforms.
- Utilized Terminal commands to resolve software, permission, and system-level issues.
- Delivered One-to-One training sessions and facilitated group workshops for customers.
- Mentored peers by providing guidance, tips, best practices, and constructive feedback.
- Created detailed written documentation for all troubleshooting steps, diagnostics, and repairs during appointments.

Sales Specialist / Facilitator - Hong Kong New Store Opening (NSO) | 2009 - 2012

- Selected as a Core Training Facilitator for the Hong Kong New Store Opening (2011).
- Facilitated core training for new hires, including role-play exercises and delivery of effective positive and constructive feedback.
- Prepared and delivered training materials to support onboarding and operational readiness.
- Engaged customers through effective probing and active listening to recommend tailored solutions.
- Member of the iPhone Activation Team, providing carrier plan guidance (Bell, Rogers, Telus) and iPhone activation services.
- Delivered in-store group workshops in English and Cantonese.
- Member of the iPhone Coaching Team (2010–2012), supporting peer development and product knowledge.

EDUCATION

Full-Stack Web Development Diploma

British Columbia Institute of Technology - Vancouver, BC

2024 - 2026

Computing Science and Software Systems Transfer Program

Vancouver Community College - Vancouver, BC

2021 - 2022

Network Administrator Technician Associate Certificate | CompTIA A+ Certified Professional Certification

British Columbia Institute of Technology - Burnaby, BC

2018

Apple Certified Mac Technician (ACMT) Certification

Apple Inc. - Cupertino, CA

2015

Economics (Bachelor of Arts)

Simon Fraser University - Burnaby, BC

2005 - 2007 (Incomplete)