

Ben Darago

IT Support Technician · Software Engineer

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github.com/BenDMaryland | <https://www.linkedin.com/in/ben-darago/> | Dutch work permit

Software engineer and IT support technician with three years building web and mobile applications in React, Node.js and Ruby on Rails, and over a year in Tier 1–2 desktide support for a 150+ person office. Native English speaker based in the Netherlands, studying for CompTIA Network+ and learning Dutch. Looking for an IT role where both the support and the building side get used.

SKILLS

IT SupportTier 1–2 desktide & help desk support, hardware/software troubleshooting, new-hire onboarding and device setup, ticket handling, end-user training, technician mentoring

DevelopmentJavaScript, TypeScript, React, React Native, Node.js, Express, Ruby on Rails, HTML5, CSS3, SQL

Practices & ToolsGit & GitHub, REST APIs, microservices, Jest, unit & automated testing, Agile/Scrum

EXPERIENCE

Warehouse Associate — Bidfood, Ede, Netherlands

February 2026 – Present

- Full-time role taken on after relocating to the Netherlands, while actively pursuing IT positions and completing Network+ study.
- Work daily in a Dutch-speaking team, building practical everyday Dutch alongside formal study.

Software Engineer — Wavefinder, Remote

April 2025 – August 2025

- Built the company's mobile app in React Native, targeting both iOS and Android from a single codebase.
- Worked directly with UI/UX designers to deliver a clean, intuitive interface aimed at improving user retention.
- Took on varied responsibilities across a small startup team, using Scrum to prioritise work and ship features in regular releases.

Software Engineer — UnitedHealthcare, Remote

April 2023 – April 2025

- Helped develop a RESTful API in Node.js and Express enabling integration with third-party services.
- Implemented unit tests and automated test suites with Jest, cutting reported bugs by 25%.
- Contributed to the design and rollout of a microservices architecture, improving system scalability and maintainability.

Software Engineering Intern — Antra, Remote

October 2022 – April 2023

- Contributed to a custom CSS framework built for React applications, improving UI consistency and design scalability.

Desktide Support Technician, Tier 2 — Leidos, Baltimore, USA

April 2021 – October 2021

- Provided desktide IT support for an office of 150+ employees, keeping day-to-day operations running with minimal disruption.
- Volunteered for additional travel to other cities to run IT onboarding and device setup for new employees.

Help Desk Technician, Tier 1 — Black Turtle (Leidos), Baltimore, USA

August 2020 – April 2021

- Handled a high volume of end-user support requests during peak hours, minimising downtime for staff.
- Trained and mentored incoming technicians, raising overall team capability.

CERTIFICATIONS, EDUCATION & LANGUAGES

CompTIA Network+ In progress — exam Feb 2027	High School Diploma Howard High School 2011	English — Native
CompTIA A+ Certified, now expired		Dutch — A1, studying