

BENJAMAN GALLANT

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EXPERIENCE

DECEMBER 2018 – PRESENT

REMOTE CONTRACTOR, SIGMA EQUIPMENT AND SELF EMPLOYED

- Consulting with management on new features and future plans for internal software
- Forming partnerships with external software development teams for future projects
- Supporting the internal software development team by writing excellent user stories
- Responding to helpdesk tickets to triage issues and find solutions for end users

DECEMBER 2015 – DECEMBER 2018

SOFTWARE DEVELOPMENT MANAGER, SIGMA EQUIPMENT

- Leading and supporting software developers through daily coaching, time off requests, one-on-ones and mentorship
- Providing SIGMA employees transparency into software projects through helpdesk tickets and presentations
- Managing three separate teams of software developers utilizing the Agile Scaling Scrum with Scrum project management framework
- Organizing projects by prioritizing team backlogs into Epics and sprints to meet quarterly deadlines for released products
- Coordinating with the QA and Dev Ops teams to ensure seamless code releases each sprint
- Presenting future projects to stakeholders and business owners on a weekly basis, providing accountability and keeping commitments
- **Project:** Designed and implemented proprietary software called SIGMA Workspaces to coordinate work between teams. The departments at SIGMA were struggling with transferring work between members of their own teams and also between departments. The Acquisitions Department in particular was able to increase their productivity from answering 100 tickets per month to easily handling over 500 tickets per month using our new system.
- **Project:** Our team was given 2 months to design and implement a new proprietary software called SIGMA Recovery which is now being used by large multinational corporations like Campbells Snacks to manage their idle processing and packaging assets. The clean design and useful data on screen help our corporate customers shine light onto their idle assets. This helps them make decisions to either redeploy existing machines, resell aging inventory, or recycle / scrap old machines for parts. Our teams have helped our corporate partners recover almost \$6 million to-date using our systems and this software.
- **Project:** Designed and implemented a new proprietary AI-driven Sales App for our SIGMA Sales team that interacts directly with SIGMA Workspaces. This app is able to accurately predict which deal a sales person should work on next based on 25 different metrics and past successful sales indicators.

NOVEMBER 2013 – DECEMBER 2015

TECHNOLOGY DIRECTOR (CTO), GO MINI'S PORTABLE STORAGE

- Handled contracts for software development projects and worked with designers to craft unique experiences for our customers
- Made final technology decisions for the board of directors and primary vendors
- Managed remote software development teams to build new software applications for an international franchisee network
- **Project:** Rolled out a new intranet for the franchisee network while maintaining backward compatibility with the dealer network of existing websites and systems

FEBRUARY 2010 – JULY 2010

HOST AND CUSTOMER SERVICE SPECIALIST, CHICK-FIL-A JONESBORO, ARKANSAS

- Managed and trained new day-shift employees for the dining area and front counter
- Customer service specialist, engaging with customers and working hard to resolve issues
- Took the position to receive excellent leadership training from the best in the business
- Was mentored by Mike and Tara Fullington, top performers in Chick-fil-A
- Received many months of leadership training pertinent to the role I was hired to perform

DECEMBER 2005 – SEPTEMBER 2009

EXECUTIVE ADMINISTRATIVE COORDINATOR, CAMPUS OUTREACH BRAZIL

- Coordinated all administrative activities for 27 different franchises of Campus Outreach all over the world
- Worked with each franchise to establish systems that would make their offices more efficient
- Started cost-savings initiatives and helped consolidate offices so that they would share resources
- Organized the different administrative teams to be on the same page, sharing information about their ministries in order that all franchises would benefit

EDUCATION

DECEMBER 2015

BS BUSINESS ADMIN & MANAGEMENT, UNIVERSITY OF SOUTHERN INDIANA

Graduated with honors. Served the USI Rugby Team for 3 years in a leadership capacity. Transferred classes from Arkansas State University in 2012. 3.65 / 4.0 GPA

MAY 2003

AS INFORMATION TECHNOLOGY, ITT TECHNICAL INSTITUTE

Graduated with honors. 3.98 / 4.0 GPA

SKILLS

- Mentorship / Leadership
- Agile Scrum Framework
- Certified Product Owner / Scrum Master
- Communication
- Customer Service / User Experience
- Product Development / Graphic Design
- Portuguese Language (proficient)
- Training others in technology

TECHNOLOGY

- Adobe Creative Suite (Photoshop since 1998)
- FreshDesk / ZenDesk / Github Issues
- Favro / Trello / ZenHub
- Managing development teams that use:
 - CSS, React, jQuery, Lua, GraphQL, PHP, SQL, Azure, .NET, .NET Core, Classic ASP

ACTIVITIES

One of my greatest passions is to see others succeed. I have the privilege of doing that every day by ensuring our projects are running smoothly and by helping our software team get inspired to do their very best work at SIGMA.

Speaking of passions, I love other cultures! The exciting prospect of working in New Zealand with teams and companies all over the world is reminiscent of the time I spent living and working in Brazil. I speak and write Portuguese and still enjoy all the relationships I built during that time.

My love for other cultures also brought me to rugby. I've been involved with the University of Southern Indiana men's rugby team since mid 2012 and ended my service as one of their coaches in November of 2018 when I began the journey to New Zealand.

Mentorship is priceless to me and I've had some amazing mentors in my life. I'm honored that others have asked me to mentor them and it is truly one of the most meaningful things I do in my life.

VISA & TRAVEL

My wife and I (and our two boys) currently stay in Hawke's Bay, and we are here to meet with different companies to follow through with job interviews. Our intention is to stay here while working and contributing to the New Zealand economy and community. Our heart is in Hawke's Bay and we are excited to start this new chapter of our lives and call this land our home.

Both my wife and I have skills on the shortage list which means getting our work visas will be expedited. *We are working with an agency at this time who can help facilitate the process of applying for work visas after receiving a job offer letter.*