Benjamin Thomas
Software Developer

Software developer with a strong background in the customer service field where customer satisfaction is over 95% and implemented solutions that reduced issues by 10%. Knowledgeable in JavaScript, React, and NodeJS with hands-on experience in developing web applications. Seeking to contribute technical skills for software development to a team.

Projects

Iprep
- Led a 4 person team in the creation of a full stack mobile friendly meal prep website. Engineered user authentication and profile management.
- Integrated Spoonacular API into the meal prep web application, creating personalized meal plans that accommodated over 10 different dietary restrictions, contributing to enhanced user satisfaction.

D&D Character Sheet
- Developed an interactive D&D character stat generator using React and useState, allowing users to create and customize characters with over 20 variable attributes and backgrounds.
- Combined monster and spell card library using JavaScript and React to allow users to search for each saving 10% of users time.

SoccerStats
- Developed a comprehensive soccer website featuring over 200 player and team profiles, match schedules, and team news.
- Merged API-Football into the website. Users can favorite team to find news about teams or players on user profile.

Work Experience

Upwork/Fiverr   Oct 2023 - Present
Freelance Software Developer
- Engineered 5 single-page applications and booking websites for small businesses using JavaScript, which resulted in a 30% increase in client's online appointment bookings and user satisfaction.

One-TouchSoccer   May 2015 - Present
Operations Manager (May 2015-Present)
↳ Promoted to Operations Manager - Facility (Aug 2021 - Present)
↳ Operations Manager - Leagues(May 2015 - Aug 2021)
- Managed daily operations of recreational sports facility, processing 10+ rental bookings weekly and coordinating 4 sports leagues, ensuring smooth facility operations and customer satisfaction.
- Addressed customer inquiries for rentals by responding to an average of 15 emails daily, resolving complaints, and managed bookings, which increased customer retention in the long run.

Davinci's Pizza   Feb 2012 - Present
Catering Manager(Sept 2020 - Present)
↳ Promoted to Assistant Catering Manager (Jan 2018 - Sept 2020)
↳ Customer Service/Driver (Feb 2012 - Jan 2018)
- Orchestrated catering operations for over 500 events, managing a team of 10 to prepare and deliver high-quality food, resulting in a 98% on-time delivery rate and positive client testimonials.
- Solicited post-event feedback from over 20+ catering clients weekly, directly addressing concerns and suggestions, which improved client satisfaction scores by 40%.
- Maintained consistent communication with catering clients regarding menu selections, logistical arrangements, and special requests, resulting in zero order fulfillment errors and enhanced customer experience ratings.

Contact

Marietta, GA
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Skills

- Languages
  - JavaScript
  - TypeScript
  - Python
- Frameworks and Libraries
  - NodeJS
  - React
  - TailwindCSS
- Databases
  - MongoDB
  - SQL
  - NoSQL
  - Oracle
- Cloud Services
  - AWS
  - Vercel
- Development Tools
  - Git
  - Docker
- Software Development Practices
  - Test-Driven Development
  - CI/CD Pipeline
  - Code Reviews
- APIs

Education

- DigitalCrafts
  - Full Stack Web Development Bootcamp
- University of Montevallo
  - Major in Mathematics
  - GPA 3.2