

Henry Bennett

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Customer Support Representative

Tech Expert | Communication & Documentation | Highly Adaptable

Driven professional with a track record of adapting quickly to new challenges and delivering high-quality support across technical and customer-facing roles. I have experience delivering customer-centric solutions in fast-paced environments, with a background in data analysis and client-facing work that has honed my ability to troubleshoot, problem-solve, and communicate clearly with a wide range of individuals. Whether managing complex data sets or providing hands-on support in assisted living, I excel at learning quickly, staying composed under pressure, and driving positive outcomes for both customers and teams.

WORK EXPERIENCE

BenefitScape - *Natick, Massachusetts*

May 2023 - August 2023

Data Analyst

At BenefitScape I used data analytics to transform complex data sets into usable information

- Received feedback on flaws and rectified them promptly and accurately
- Created reusable effective solutions for optimizing workflows
- Learned new Data Analytics Tools quickly and effectively without interrupting workflows

Ledgewood Bay Assisted Living - *Milford, New Hampshire*

May 2022 - January 2023

Attendant

Adapted to the needs of seniors and filled in jobs as needed to keep a safe and functioning environment.

- Quickly prepared meals and distributed them to Seniors
- Applied training to effectively protect seniors and appropriately interact with those in memory care
- Learned to apply elder care and customer service skills in unique challenging environments
- Adapted to dynamic needs to maintain an efficient and effective work environment

Silver Lining Circus Camp - *Amherst, New Hampshire*

July 2016 - July 2022

Counselor

Taught children skills in dexterity, performance, and humor, while creating educational experiences.

- Collaborated with other counselors to create fun learning activities
- Taught children skills such as juggling or tightrope walking to increase self-reliance, confidence, and dexterity
- Managed camp activities and hosted training sessions for campers while maintaining a safe learning environment
- Guided campers to create a show to perform at the end of camp

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EDUCATION

Champlain College - *Burlington, Vermont*

Bachelor of Science – Game Programming, 2025

-Achieved Dean's List during time abroad in Montreal

Relevant Experience

Game Studio Capstone

September 2024 - May 2025

- United with many majors in multidisciplinary teams to rapidly communicate; conceptualize, plan and prototype a variety of products
- Applied skills in communication, collaboration, agile project management techniques, and version control
- Practiced pitching projects to a variety of audience members to gather feedback

National Game Developers Conference in San Francisco

April 2025

- Networked from 9 - 5 for a week with potential team members, mentors, speakers, investors, and more
- Learned about different techniques in a variety of areas ranging from communication and team optimization, to mass data management strategies, effectively pitching products to potential clients and more!
- Helped students hone their presentation skills through effective feedback and critique

PROFESSIONAL SKILLS

- Team based product development
- Communication & Documentation
- High Level and Low Level Programming Languages
- GIT Expert
- Jira and Confluence
- Juggling