

Katherine Bensley

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Passionate and versatile full stack web developer with 11 years of experience in team management.

Work History

Application Support Analyst

United Rentals - Charlotte, NC (2023 - Current)

Resolved 200+ complex user issues in Tier 2 support, resulting in improved user satisfaction feedback and client relationships.

Gathered user feedback, then collaborated with development teams to launch improvements, demonstrating a proactive approach to user satisfaction.

Freelance Narrative Designer and Team Building Coach

Charlotte, NC (2016 - Current)

Created and managed interactive gaming experiences, demonstrating expertise in narrative design and team collaboration.

Adapted game experiences based on player feedback, maintaining original narrative themes while enhancing engagement.

Founded and developed a tabletop games club for US Army Infantrymen, evolving it into a team-building service for working professionals.

Designed and led over 36+ quest development projects with compelling dialogues and storylines for over 50 characters, prioritizing player engagement.

Collaborated with fellow creators to enhance skills and deliver immersive gaming experiences.

Dispatcher

RedClassic - Charlotte, NC (2021 - 2023)

Guided 300+ teammates in diagnosing and rectifying user interface (UI) errors, ensuring smooth operations and proactive feedback from the community of drivers.

Managed and resolved 500+ escalated discrepancies monthly, ensuring compliance with company policies and procedures.

Seasonal Manager

Spirit Halloween - Metropolitan Area, Charlotte, NC (2021)

Directed daily operations of a retail store, achieving 150% over predicted sales through effective project management, customer service, social collaboration, and employee training.

Analyzed sales data to identify trends and opportunities for store performance improvement.

Education:

Full Stack Web Development and Coding Certification

University of North Carolina at Charlotte

Completion date: July 18th, 2024

Skills:

HTML, CSS, JavaScript, JQuery, SQL, API, Node, Express, Git, Kanban, Agile, Scrum, Project Management