



BENJAMIN DURHAM

CUSTOMER SERVICE PROFESSIONAL

PROFESSIONAL PROFILE

Customer service professional with four years of experience providing extraordinary service to customers in a dynamic work environment.

PORTFOLIO

Title: Day Planner

Languages: Html, Css, Javascript

<https://bdurham227.github.io/Plan-Your-Day/>

Title: Weather Forecast

languages: Html, Css, Javascript

<https://bdurham227.github.io/Weather-Forecast/>

Title: What do you want to Do Project

This was a group project and I was mainly responsible for writing the majority of the backend Javascript

https://pat31477.github.io/Coding_Comrades_Project_1/

CONTACT DETAILS

Mobile: (941) 780-1054

Email: bdurham227@gmail.com

Portfolio:

<https://bdurham227.github.io/Current-Portfolio/>

Location: Highland Park, NJ 08904

COMPETENCIES

- Critical thinker and problem solver
- Excellent communication skills
- Adaptable
- Goal oriented
- Team player

CAREER HISTORY

Flight Attendant

United Airlines | July 2016 - October 2020

- Lead flight attendant for passenger jets with 300+ occupancy
- Managed flights during high-risk situations, such as death onboard, mid-flight fire and emergency landing
- Completed a rigorous 6-week training courses to learn how to manage difficult customer needs, medical emergencies and safety/security issues
- Delivered exceptional customer service to all passengers; receiving passenger and company commendations

Intern/ Art Critic

The Arts Beacon | October 2015 - January 2016

- Communicated with editor on gallery reviews and critiques
- Attended assigned shows/events at art galleries and museums
- Wrote and edited reviews about art events to be published on the company website

ACADEMIC BACKGROUND

Rutgers University Coding Bootcamp

Fullstack Web Development | Feb 2021 - July 2021

Arizona State University

Bachelor of Arts | May 2016