

Benji Thompson

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Previous role	Software Engineer at Odeko
Experience	Internal tools, Marketplace, Logistics, B2B, B2C, Property, Insurance, Sharing Economy
Technologies	React, TypeScript, GraphQL, Figma, Vue.js, Apollo, Concourse, Ruby on Rails, Looker

I like to work with people who...
have a kind and collaborative nature and who are passionate about producing high-quality, impactful work.

Work experience

Software Engineer, Odeko

Nov 2021 – Jan 2023 (1y 2m)

Operating platform for small businesses
Internal tools · Marketplace · Logistics · B2B

React TypeScript GraphQL Figma Vue.js Apollo Concourse Ruby on Rails

- Engineer on the Money Pod: I built internal tools and external features for pricing, payments, and promotions.
- Independently developed a new frontend service – pricing controller for item management.
- Built a Stripe events controller in Rails, enabling automated tracking and notification of failed payments.
- Implemented multi-timezone support in ordering and delivery app, allowing expansion to new markets.

Onboarding Project Manager, Odeko

Oct 2019 – Feb 2020 (4m)

Operating platform for small businesses
Marketplace · Internal tools · Logistics · B2B

- Developed onboarding flows, driving efficiency and quality gains through A/B testing.
- Created product requirements/specs, and designed and managed operational processes for data conversion.
- Developed mock-ups and prototypes to ensure excellent customer and vendor experiences.

Customer Success Executive, Odeko

Mar 2019 – Sep 2019 (6m)

Operating platform for small businesses
Marketplace · Internal tools · Logistics · B2B

- Streamlined customer support processes and implemented ticketing system to ensure SLA accountability.
- Identified and resolved customer ordering and delivery issues in collaboration with product and engineering teams.

Customer Support & Insights Manager, Trōv

Jan 2018 – Feb 2019 (1y 1m)

On-demand insurance for your things.
B2C · Property · Insurance

- Developed a Chatbot with Google Cloud DialogFlow for onboarding & support operations.
- Integrated a CMS, live chat interface & AI training bot in Slack.
- Analyzed data from Hotjar exit polls to inform user research & product decisions.
- Partnered with engineering to troubleshoot technical bugs & conduct QA tests.

Delivery Support & Strategy Manager, OrderUp, a Groupon company

Jul 2016 – Sep 2017 (1y 2m)

Ordering & delivery technology

B2B · B2C · Sharing Economy · Marketplace · Logistics

- Spearheaded the development of a mobile feature for drivers, resulting in a 35% decrease in support tickets.
- Collaborated with designers and engineers to plan and rollout new releases.
- Revamped delivery support processes and driver communications.

Delivery Operations Manager, OrderUp, a Groupon company

Jul 2015 – Jul 2016 (1y)

Ordering & delivery technology

B2B · B2C · Sharing Economy · Marketplace · Logistics

Looker

- Wrote an improvement to delivery dispatching algorithm, reducing driver idle times.
- Leveraged Looker to create and analyze data models to drive operational and financial performance.
- Managed and optimized the customer, restaurant and driver experience in the Orlando market.

Education

General Assembly

Jan 2021 – Jan 2021 (1m)

Software Engineering Immersive

Liberty University

Jan 2011 – Jan 2015 (4y)

Bachelor of Science in Business Administration (B.S.B.A.), Economics

Snippets

Jobcoin @ jobcoin-1c304e.netlify.app

I developed a minimalist wallet user interface for a cryptocurrency exchange as a take-home project. The project was written in React.JS and utilized a provided REST API. Through this project, I gained experience with D3 and practiced retrieving and shaping data from the API to create a visually appealing and performant data visualization.



More about me

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Interests

foreign-language film, experimental art, snowboarding, and traveling.