

Benji Thompson

Software Engineer & Business Ops Leader | Startup Veteran

thompson.benji@gmail.com | +14074921925

Experience

Technology & Operations Lead at The Red Pavilion (New York, NY)

Neo-Noir Cabaret & Nightclub

02/2023 - Current (11m)

REACT - TYPESCRIPT - NETLIFY

- Developed a custom booking app and open bar calculator using Typescript and React, shortening the lead time on sales.
- Lead Front of House Lighting & Sound Engineering, training and managing a team of 3 expert technical operators.
- Managed inbound booking requests and promoter partnerships, overseeing contract negotiation, management, and invoicing.
- Utilized technical skills to create immersive entertainment environments, blending creative vision with software and hardware.

Software Engineer at Odeko (Remote)

Tech Startup | Operating platform for small businesses

11/2021 - 01/2023 (1y 3m)

REACT - TYPESCRIPT - GRAPHQL - POSTGRES - FIGMA - VUE - RUBY ON RAILS - SQL

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

Customer Success Executive at Odeko (New York, NY)

Tech Startup | Operating platform for small businesses

2/2019 - 02/2020 (1y 1m)

- Shipped improvements to customer support & FAQ portal using HTML & CSS
- Streamlined customer support processes and implemented a ticketing system to ensure SLA accountability.
- Developed product requirements/specs for an inventory analytics tool on behalf of external customers.
- Prototyped and A/B tested onboarding flows for new customers.

Customer Support & Insights Manager at Trōv (New York, NY)

Tech Startup | Insurance Marketplace

01/2018 - 02/2019 (1y 2m)

- Developed an onboarding and support chatbot using Google Cloud Dialogflow for NLP.
- Integrated a CMS, live chat interface, and AI training bot in Slack for chatbot and support ops.
- Implemented exit poll on web using Hotjar and analyzed data for user research & product decisioning.
- Worked with engineering to resolve technical bugs and perform QA tests before new releases.

Delivery Support & Strategy Manager at OrderUp (Baltimore, MD)

Tech Startup | Ordering & Delivery Marketplaces

07/2016 - 09/2017 (1y 3m)

- Product-owned a mobile feature for drivers resulting in 35% reduction of ticket volume in support.
- Worked with designers and engineers on scoping and implementation of new releases.
- Overhauled the company's delivery support processes and driver communications.

Delivery Operations Manager at OrderUp (Orlando, FL)

Tech Startup | Ordering & Delivery Marketplaces

07/2015 - 07/2016 (1y 1m)

- Wrote an improvement to delivery dispatching algorithm, reducing driver idle times.
- Using Looker, developed and analyzed new data models to inform and improve on ops and P&L metrics.
- Owned the customer, restaurant, and driver experience for the Orlando market.

Education

General Assembly

Software Engineering Immersive (Bootcamp), 2021

Liberty University

Bachelor of Science in Business Administration (B.S.B.A.), Economics, 2011 - 2015

LinkedIn: <https://www.linkedin.com/in/benjithompson>

Website: <https://benjithompson.netlify.app>

GitHub: <https://github.com/benjijt>