

## Benji Thompson

Software Engineer | Typescript, React, React-Native, Ruby on Rails

[thompson.benji@gmail.com](mailto:thompson.benji@gmail.com) | +14074921925 | [LinkedIn](#) | [Github](#)

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### Experience

Software Engineer, Founder at [Signal Fluid](#) (New York, NY)

*App Development Agency*

05/2024 - Current (6m)

- Led development and implementation of React Native mobile applications.
- Designed and executed CI/CD infrastructure for seamless app deployment.
- Managed end-to-end deployment to Apple App Store and Google Play Store.

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

*Entertainment Startup*

02/2023 - 05/2023 (1y 4m)

- Developed internal tools with TypeScript & React for a custom rental and open bar calculator.
- Optimized audio infrastructure by upgrading to digital systems, installing a dedicated control network, and integrating a permanent backup mixer; coordinated repairs for the primary mixer and trained technicians on new configurations.
- Proactively developed promoter partnerships, managing booking requests, overseeing contracts, and handling event logistics, ticketing, and invoicing.

Software Engineer at [Odeko](#) (Remote)

*Tech Startup | Operating platform for small businesses*

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

- Engineered software solutions for pricing, payments, and promotions, using React, TypeScript, and Ruby on Rails, showcasing expertise in creating robust, scalable systems.

Customer Success Executive at [Odeko](#) (New York, NY)

*Tech Startup | Operating platform for small businesses*

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

- Enhanced customer support mechanisms and led development of onboarding processes, improving user engagement and operational efficiency.

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

*Tech Startup | Insurance Marketplace*

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

- Developed and integrated a support chatbot and analytical tools to enhance user interaction and operational insights.

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

*Tech Startup | Ordering & Delivery Marketplaces*

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

- Managed and improved delivery support operations, significantly reducing support ticket volume through strategic technological enhancements.

Delivery Operations Manager at OrderUp (Orlando, FL)

*Tech Startup | Ordering & Delivery Marketplaces*

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

- Optimized delivery operations using data analytics, improving efficiency and customer/client experience.

### Education

General Assembly

Software Engineering Immersive (Bootcamp), 2021

Liberty University

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