

Benji Thompson

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

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Experience

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

Software Design and Development for Startups

05/2024 - Current (7m)

- Led development and deployment of the [Viewcy Check-in App](#), for iOS and Android with React-Native & Typescript.
- Implemented CI/CD infrastructure with Expo and GitHub Actions for seamless app deployment.
- Managed deployment to Apple App Store and Google Play Store, spearheading the app submission & approval process.
- Designed, developed, and deployed my company website with Figma, NextJS, React, Typescript, and Vercel.

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

Entertainment Startup

02/2023 - 05/2024 (1y 4m)

- Developed an [open bar calculator](#) with TypeScript, React, Vite, and Netlify, cutting booking lead time by 20%.
- Integrated a ticketing system and upgraded the calendar interface for live events, lowering support requests by 55%.
- Implemented Hiver for support and bookings, enabling faster responses and better KPI tracking.
- Developed promoter partnerships, managing bookings, contracts, event logistics, ticketing, and invoicing.

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

Tech Startup | B2B supply-chain and logistics platform

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

- Engineer on the Money team: I built full-stack apps and tools for pricing, payments, and promotions.
- Developed a new internal app with Typescript & React, enabling precision pricing controls for our ecommerce catalog.
- Built a Stripe events controller with Ruby on Rails, enabling automated tracking and notification of failed payments.
- Implemented multi-timezone support in a supply and logistics app (Typescript/Vue), allowing expansion to new markets.

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

Tech Startup | B2B supply-chain and logistics platform

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

- Developed a customer support portal to assist in ordering and delivery issues using HTML, CSS, and JavaScript.
- Product managed a new order reconciliation MVP, which enabled automated training of sales forecasting data for customer order generation, leading to 28% improvements in supply chain ordering accuracy.

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

Tech Startup | Insurance Marketplace

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

- Developed a support chatbot and integrated with Slack to enhance end-user experience and drive operational insights.

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

Tech Startup | Ordering & Delivery Marketplaces

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

- Performed user research, product management, and oversaw project delivery for new mobile features.

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

Liberty University

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