

Benji Thompson

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Previous role	Software Engineer at Odeko
Experience	Internal tools, Fintech, Marketplace, B2B, Cryptocurrency, Logistics, Insurance, Property, B2C, Sharing Economy
Technologies	SQL, React, TypeScript, GraphQL, Postgres, Figma, Vue.js, Ruby on Rails, MongoDB, CSS, JavaScript, Python, Node.js, Flask...

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 · Fintech · Marketplace · B2B

SQL React TypeScript GraphQL Postgres Figma Vue.js 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 (Typescript/React) – pricing controller for item management.
- Built a Stripe events controller (Ruby on Rails), enabling automated tracking and notification of failed payments.
- Implemented multi-timezone support in ordering and delivery app (Typescript/Vue), allowing expansion to new markets.

Software Engineering Fellow, General Assembly

Apr 2021 – Jul 2021 (3m)

Software Engineering Bootcamp
Cryptocurrency · Internal tools

React MongoDB CSS JavaScript Python Node.js Flask Git

- Developed full-stack React apps with Google OAuth login authentication, using Node.js and MongoDB for the back-end API, and deployed on Heroku. One app was for journal entries, including creation, editing, and deletion functionalities. The other app was for maintaining personal cryptocurrency transaction logs for tax purposes, developed in team collaboration via git / GitHub.
- Built an interactive web-based Simon memory game using HTML, CSS, and JavaScript, showcasing frontend development skills.

Customer Success Executive, Odeko

Feb 2019 – Feb 2020 (1y)

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

CSS HTML

- With HTML & CSS, shipped improvements to customer support & FAQ portal.

- Streamlined customer support processes and implemented 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, Trōv

Jan 2018 – Feb 2019 (1y 1m)

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

GCP Python Hotjar

- Built a Chatbot using Google Cloud DialogFlow NLP for efficient onboarding and enhanced support operations.
- Implemented a CMS, live chat interface & AI training bot in Slack to facilitate ongoing NLP training.
- Leveraged data from Hotjar exit polls to drive user research and inform product decisions.
- Collaborated with engineering department to troubleshoot technical issues and conduct comprehensive QA tests.

Delivery Support & Strategy Manager, OrderUp, a Groupon company

Jul 2016 – Sep 2017 (1y 2m)

Ordering & delivery technology
Sharing Economy · Marketplace · Logistics · B2B · B2C

SQL Looker Canva

- 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
Sharing Economy · Marketplace · Logistics · B2B · B2C

SQL 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

Mar 2021 – Jun 2021 (3m)

Software Engineering Immersive

Liberty University

Jan 2011 – Mar 2015 (4y 2m)

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

Snippets

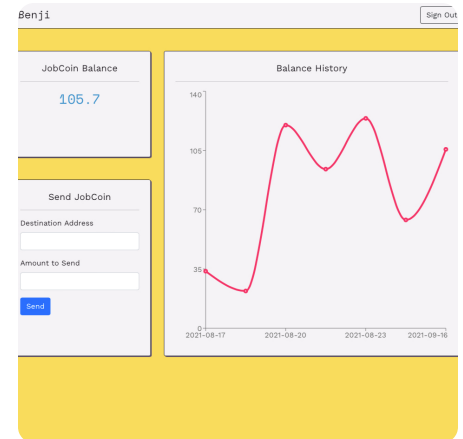
Pricing Controller (2022 -2023) @ odeka.com

Independently developed and deployed a pricing app, which streamlined the pricing management process for e-commerce catalog items, saving my colleague 10–15 hours a week of tedious analysis and data entry—while also saving my organization tens of thousands of dollars in 3rd party licensing fees. Built with: Typescript, React, and Redux, on top of a federated graphql architecture using Apollo and urql.



Wallet UI (2021) @ jobcoin-1c304e.netlify.app

I developed 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

Creating art, traveling, and building communities.