Benji Thompson

✉ thompson.benji@gmail.com   📞 +14074921925   in LinkedIn   ○ GitHub   🔗 Personal Website

Previous role	Software Engineer at Odeko
Experience	Internal tools, Marketplace, B2B, Fintech, Cryptocurrency, Logistics, B2C, Insurance, Property, 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 · Marketplace · B2B · Fintech

`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 · Internal tools · Marketplace

`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 trōv   Jan 2018 – Feb 2019 (1y 1m)

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

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
B2B · Sharing Economy · Marketplace · Logistics · 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
Marketplace · Logistics · B2B · B2C · Sharing Economy

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)

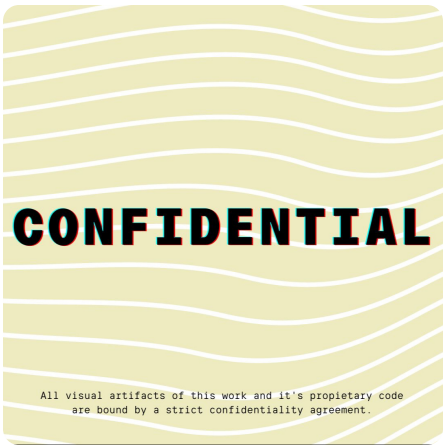Software Engineering Immersive

Liberty University   Jan 2011 – Mar 2015 (4y 2m)

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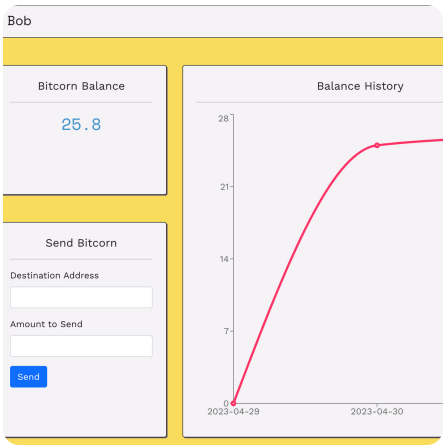
Snippets

Pricing Controller (2022 –2023) 🔗 **odeko.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.

CONFIDENTIAL

All visual artifacts of this work and it's propietary code are bound by a strict confidentiality agreement.

Wallet UI (2021) 🔗 **bitcorn.netlify.app**
This project is a full-stack web application built with React and Ruby on Rails. It involves creating a fictional cryptocurrency called Bitcorn, where users can send coins to any address and track their wallet balance changes over time through a data visualization. The frontend of the app is built using Typescript, React, D3, and Vite and is hosted on Netlify. The backend is built with Ruby on Rails and PostgreSQL and is hosted on Heroku. For demo purposes, sign in with "Jilly" or "Benji".

More about me

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Interests

Creating art, traveling, and building communities.