

# Benji Thompson

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Previous role	Software Engineer at Odeko
Experience	Internal tools, Fintech, Marketplace, B2B, Logistics, Insurance, B2C, Property, Sharing Economy
Technologies	React, TypeScript, GraphQL, Postgres, Figma, Vue.js, Apollo, Ruby on Rails, Looker

**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

React    TypeScript    GraphQL    Postgres    Figma    Vue.js    Apollo    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.

**Onboarding Project Manager, Odeko**  Oct 2019 – Feb 2020 (4m)

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

- Developed onboarding flows, driving efficiency and quality gains through A/B testing.
- Created product requirements/specs, and designed and managed operational processes for data conversion.
- Developed mock-ups and prototypes to ensure excellent customer and vendor experiences.

**Customer Success Executive, Odeko**  Mar 2019 – Sep 2019 (6m)

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

- Streamlined customer support processes and implemented ticketing system to ensure SLA accountability.
- Identified and resolved customer ordering and delivery issues in collaboration with product and engineering teams.

## Customer Support & Insights Manager, Trōv

Jan 2018 – Feb 2019 (1y 1m)

On-demand insurance for your things.

Insurance · B2C · Property

- 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

- 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 · B2B · B2C · Logistics · Marketplace

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

Jan 2021 – Jan 2021 (1m)

Software Engineering Immersive

### Liberty University

Jan 2011 – Jan 2015 (4y)

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.



## Wallet UI (2021) @ [jobcoin-1c304e.netlify.app](https://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

### I like to work with people who...

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### Interests

foreign-language film, black & white photography, and electronic music production.