Benji Thompson

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

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Experience

Software Engineer, Founder at Signal Fluid (New York, NY)
Full-service web and mobile app development agency
05/2024 - Current (1m)
- 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)
Neo-Noir Cabaret & Nightclub
02/2023 - Current (1y 4m)
- Developed internal tools with TypeScript & React for custom rental and 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 setups.
- 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