

Cody Thompson

Full Stack Developer

562-846-2968 | codylthomp@gmail.com | Austin, TX | [LinkedIn](#) | [GitHub](#) | [Portfolio](#)

TECHNICAL SKILLS

JavaScript, TypeScript, Python, Node.js, C#, C++, Java, React, Redux, Node, SQL, MySQL, PostgreSQL, Express, HTML/CSS, Docker, MongoDB, Mongoose, Git, GitLab, Jest, Jira, Confluence, Sequelize, AJAX, Stripe API, Object-Oriented Programming (OOP), Tableau, Unity 2d, Unity 3d, 125-160 WPM

PROJECTS

GameHub Ecommerce Website mockup

[Live](#) | [GitHub Repo](#)

Mern Stack Application showcasing front-end and back end technologies.

- Sign-up and Sign-in Authentication, using bcrypt. Once signed in a user can add products to their cart. Once ready to purchase users can checkout only if signed in, bringing them to stripe payment platforms with their total.
 - Users can add products, categories. Those can then be added to the cart and be purchased as normal showcasing backend integration with front-end.
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WORK EXPERIENCE

VIP and Senior Customer Support Specialist

March 2019 – August 2023

Sciplay, Austin TX

- Collaborated closely with Developers and Quality Assurance team, to address customer concerns in relation to bugs and gameplay. Documenting and reporting these issues to work with Developer workflow in Jira and Confluence
- Implemented effective customer support procedures for the department on confluence and tracking in Jira. Creation of knowledge base and macros, resulting in improved service quality and reduced wait times.

Customer Support Specialist

November 2018 - March 2019

2k Entertainment, Austin TX

- Conducted thorough analysis of customer service data to identify key areas for improvement, leading to a significant reduction in customer service issues.
- Developed and implemented a comprehensive Macro Database, utilizing specific verbiage to align with company standards, enabling swift and effective resolution of common concerns and issues.

Customer Technical Support

October 2017 – October 2018

Blizzard Entertainment / Activision

- Consistently achieved the highest Customer Satisfaction (CSAT) Score among a team of 200+ agents throughout the duration of my contract, while also maintaining one of the highest Tickets Per Hour (TPH) rates.
 - Established and upheld customer service policies and procedures to ensure consistent and efficient handling of customer complaints, resulting in improved customer satisfaction and resolution times.
 - Linking and Tagging issues to appropriate Developer tracked bugs and issues on Confluence and Jira
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EDUCATION

Full Stack Software Development Certification

Computer Science Track

University of Texas San Antonio – Feb 2024

San Antonio College – 2014 to 2017