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Gabriel Thomas

SKILLS

- Technologies: HTML, CSS, Javascript, jQuery, Rest API, node.js, express.js, Git, SQL, MongoDB
- Applications: Looker, Tray.io, Blendr.io, Zapier, Postman, Salesforce, Marketo, AWS, VS Code

EXPERIENCE

Bizzabo, New York, NY — *Solutions Architect*

July 2019 - PRESENT

- Consulting with our internal and external post-sales organization on professional services, data integrations, and enablement
- Building data integrations and other solutions using middleware platforms
- Supporting our client services organization by providing strong product knowledge, guidance on issues, and additional resources where needed
- Promotion from: Senior Technical Support Specialist, Technical Support Specialist, Customer Support Representative

IQVIA, Parsippany, NJ — *Client Service Analyst*

February 2017 - June 2019

- Built, established and maintained effective business relationships with clients to proactively support their needs on a day-to-day basis
- Developed the skills and processes to ensure accurate and timely communication of support issues to relevant departments within the support cycle.
- Researched any client questions concerning the contents of their deliverables or other areas of the offerings.

Jet.com, Hoboken, NJ — *Product Analyst*

May 2016 - October 2016

- Contracted to conduct market data research, including competitor and brand analysis, and in the process explored the depth and breadth of the e-commerce market
- Improved user experience and website interface through maintenance and re-categorization of products
- Led data analysis projects relating to internal product and supply chain functions

EDUCATION

Rutgers University, Jersey City, NJ — *Coding Bootcamp Certificate*

February 2021 - August 2021

Rutgers University, Newark, NJ — *Major: BA in Psychology, Minor in Music*

September 2012 - May 2016