

Imhotep Benjamin

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EDUCATION

University of Maryland Global Campus

Adelphi, MD

Bachelor of Science, Major in Computer Science, Minor in Web & Digital Design

Expected Graduation Date: May 2024

Montgomery College

Takoma Park, MD

Associate of Arts, Integrated Studies

Graduation Date: May 21, 2021

WORK EXPERIENCE

Trader Joe's

April 2022 - Present

Crew Member

Washington, DC

- Enhance the customer experience using product knowledge, anticipation of needs, merchandise recommendation, and diplomatic management of complaints.
- Foster effective communication with managers and team members, collaborating seamlessly to drive shift objectives and achieve operational excellence.
- Maintain store inventory by efficiently stocking and organizing products, ensuring optimal product availability.
- Manage accurate, efficient cash and electronic payment transactions at point of sale.

AnswerNet

Aug 2021 - Jan 2022

DHS Call Center Tech Support Agent

Washington, DC

- Promoted District Direct application resources and additional DC DHS services via one-on-one client education.
- Provided timely solutions and alternatives, taking ownership of customer issues and following up to ensure resolution.
- Utilized Salesforce to accurately and efficiently record and manage customer data.

updnbxnji

June 2012 - Present

Music Producer, Sound Designer

- Manage Youtube Channel showcasing musical production capability.
- Produce, mix, and master high-quality audio recordings using various DAWs, including FL Studio, Ableton, Pro Tools and Adobe Audition.
- Utilize SEO to increase likelihood of achieving placements.
- Work with musicians to develop musical concepts.

SKILLS

Adobe Creative Suite

Java

Python

Avid Pro Tools

Javascript

SEO

HTML/CSS

Microsoft Office

UI/UX Design

Image Line FL Studio

ReactJs

Usability Testing