

# Jose Oliver Benitez

*joliver017.github.io/Portfolio*

(512) 657-4490 | *jose.oliver.benitez@gmail.com*

I am an aspiring coder currently enrolled in the Coding Boot Camp at UT looking to enter the field. I have learned and gained skills in HTML, CSS, and javascript. Thanks to my background in other educational and work fields, I can bring a well-rounded skill set to any team. In my online portfolio, you will find projects that I have worked on.

## SKILLS

HTML5	Bilingual	Self-management
CSS	Typing	Microsoft Office
Javascript	Editing	Flexible

## EDUCATION

### University of Texas, Austin, TX

*Coding Boot Camp* 2018 - 2019

### Rice University, Houston, TX

*BA in Psychology* 2011 - 2015

GPA: 3.79

Undergraduate coursework such as: Computer Applications in Psychology, Statistics, Research Methods, Social & Cognitive Psych.

## ACCOMPLISHMENTS

Consistently hit daily numbers for workflow and achieve a 95% accuracy rating in reviewing ads.

Accomplished monthly metrics and courses to become an S2 level employee at HomeAway.

Awarded multiple Excellence in Action, Product Knowledge, and Dedication accolades in HomeAway.

Selected as Therapist of the Month for working well with clients.

Selected as Coach of the Month owing to my improvement in coaching and dependability.

President's Honor Roll 2011-2012 and Fall 2013.

Solved various computer problems, such as updating or reinstalling drivers, reinstalling operating systems, installing new power supply, changing hard drive, etc.

## PROJECTS

### FoodFlix

FoodFlix was developed as a group project, in which we made an app that made use of jQuery and AJAX to make calls to API's and display selected information for recipes and movies.

### rapGiffy

rapGiffy uses the GIPHY API to retrieve and display gifs on the page. Built using HTML, CSS, javascript, and jQuery.

### Word Guess Game

Game in which a word's letters are hidden until the user correctly guesses a letter. Built w/ HTML, CSS, and javascript.

## EXPERIENCE

### Ads Integrity Agent - Accenture via BC Forward

**Oct 2018 - present**

Evaluate and classify advertisements on the client's platform. Investigate suspicious ad activity from different users and businesses on the platform.

Maintain up-to-date knowledge of relevant policies and procedures for several workflows.

Serve as reliable source of information to coworkers concerning policy and procedure.

### Premier Partner Support - HomeAway

**Sep 2017 - Oct 2018**

Assist top-tier owners in managing vacation rentals (edit dates, quotes, cancellations, refunds.)

Own Premier Partner issues from start to finish as the customer's point of contact.

Effectively use Salesforce to manage all aspects of cases, including transfers with internal teams.

Resolve conflicts/de-escalate issues with upset customers to prevent unnecessary escalations.

Advise and educate property owners how to use website features and products.

File comprehensive property complaints, use Egencia to lodge stranded travelers, facilitate travelers' interactions with property owners.

Troubleshoot computer issues, utilize resources to find answers, record detailed notes of calls to keep track of cases.

### ABA Therapist - Behavioral Innovations

**Sep 2016 - Feb 2017**

Implement applied behavior analysis to work with children on autism spectrum.

Care for clients throughout the day, including eating, restroom needs, etc.

Conduct therapy sessions consisting of trials (physical, social, verbal skills), recording data, and making session notes.

### Coach - Super Soccer Stars

**Mar 2016 - Sep 2016**

Manage assistant coaches. Plan and incorporate creative themes for soccer to engage children.

Instruct, help, and encourage children with various skills (physical, social, verbal).