

Jose Oliver Benitez

[Portfolio](#)

joliver017.github.io/Portfolio

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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.

GENERAL SKILLS

Bilingual	Self-management
Typing	Microsoft Office
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

Selected for 8-person Investigations team to conduct deeper-level reviews of entities on client's platform.

Top 10% performer; achieved a 98% accuracy rating in reviewing ads and maintained excellent productivity.

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.

DEVELOPMENT SKILLS

Front End

HTML5

CSS (Bootstrap, UI-Kit)

Javascript

Back End/Databases

Node.js

MySQL

MongoDB

EXPERIENCE

Investigations Specialist - Accenture via BC Forward

Feb 2019 - present

Conduct deep level investigations for malicious activity within client's social media platform.

Deduce and decipher within a network of many entities what is malicious vs benign.

Identify new patterns of malicious behavior used to circumvent the platform's policy.

Generate and relay feedback for improving tools.

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.