

Jose Oliver Benitez

[Portfolio](#)

joliver017.github.io/Portfolio

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I am an automation engineer that uses code to make software talk to each other. I am a graduate of Rice University and the UT Austin Coding Boot Camp. I work with JSON data and use Ruby. I have learned skills in HTML, CSS, Javascript, and databases. Thanks to my background in other educational and work fields, I can bring a well-rounded skill set to any team.

GENERAL SKILLS

Bilingual	Teamwork
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

SME for NetSuite, Microsoft Business Central, WorkDay, ADP, and Google BigQuery.

Closed deals with Sales by providing workflow build insight on technical calls.

Highest performance rating on Implementations team.

Selected for special 8-person Investigations team responsible for in-depth analysis of platform ads.

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.

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

DEVELOPMENT SKILLS

Languages/Front-End

Ruby, Javascript

JSON, HTML5

CSS (Bootstrap, UI-Kit)

Back End/Databases

Node.js

MySQL

MongoDB

EXPERIENCE

Implementations Engineer - Cloudsnap

May 2019 - present

Code functions using Ruby to parse, generate, and format JSON data tailored to client needs and API requirements.

Build workflows for client's data integration needs between different ERP's (SAP Concur, NetSuite, Business Central, WorkDay, ADP, etc.)

Research different API's to make get/post calls with correct requirements.

Consult clients with suggestions of adjusting their business processes to better accommodate the flow of data.

Troubleshoot platform issues and resolve failing workflow issues.

Investigations Specialist - Accenture via BC Forward

Feb 2019 - May 2019

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

Lead individual training sessions for new team members.

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 - May 2019

Evaluate and classify advertisements on the client's platform.

Investigate suspicious ad activity from different users and businesses on the platform.

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.

Effectively use Salesforce to manage all aspects of cases.