

Benjamin Gaither

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Summary

I have been working in customer service for the past 2 years and have learned that I would love to get into software engineering.

I have attended a MERN Full Stack bootcamp and have learned HTML, CSS, JavaScript, SQL, NoSQL, GraphQL, and React.

I love to learn new thing and I catch on really quickly. I am in the process of teaching myself Python.

Experience



Flex Team Specialist

Shipt

Jan 2022 - Present (8 months +)



Experience Team

Shipt

Feb 2021 - Jan 2022 (1 year)

- Utilize Email, chat and phone communication with members and shoppers
- Collected customer and shopper feedback, and made suggestions for new or more streamlined features
- Educated and assisted shoppers on their daily duties
- Quickly solved unexpected problems and ensure orders are accurate and on time
- Assist shoppers when possible with updating applications
- Helped troubleshoot the app and website when issues were affecting members and shoppers and reported the issues if they could not be resolved
- Helped outsourced agents and other experience team members with interactions and took escalated calls

Education



Michigan State University

Full Stack Bootcamp, Web Development

Mar 2022 - Sep 2022

The Full Stack in this Bootcamp was HTML, CSS , JavaScript, SQL, NoSQL, Progressive web applications, and React.

Jefferson State Community College

Associate's degree, Business Administration and Management, General

Aug 2020 - Present

Pell City High School

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2006 - 2009

Skills

Google Docs • Google Sheets • Genesys Cloud • Works well in a team • Customer Service • JSON
• JavaScript • React.js • API Testing

