

Maxwell Benton

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Full stack web developer with a passion for training and self-driven learning. I discovered my love for web development building personal websites and launching applications internally for Whole Foods Market. I bring strong skills in operational management, team leadership and service that allow me to provide support to and strengthen my peers and co-workers.

TECHNICAL PROJECTS

WaitTime - [React App Github](#) | [Rails API Github](#)

A user-driven review application focused on providing feedback to retailers on their checkout lines

- + Utilizes location data to fetch local store data
- + Integrates Google Maps API and Chart.js functionality to display dynamic maps and charts
- + Built for responsive mobile or desktop browsing
- + Includes user account creation, authorization and authentication

Mixd.in - [React App Github](#) | [Rails API Github](#) | [Demo](#)

A recipe app that provides step-by-step instructions for making mixed drinks

- + Pairs React.js front-end with a multi-endpoint Rails API
- + Implements CRUD functionality into timed interval based recipe instructions
- + Integrates Bootstrap for UX and UI as well as animate CSS and original icon designs

StudySpace - [Github](#) | [Demo](#)

A website for user rated study locations in the NYC metro area

- + Integrated Google Maps API to embed maps with location markers for study locations
- + Created custom analytics to show most popular locations and study topic categories
- + Ruby on Rails using RESTful routing with PostgreSQL database backend

TECHNICAL SKILLS

+ Visual Basic, Ruby, Rails, SQL, JSON, PostgreSQL, Javascript, jQuery, React.js, React Native, Node.js, APIs, Ajax, CSS3, SCSS, HTML5, Microsoft Excel and Access

EMPLOYMENT HISTORY

Whole Foods Market, New York City Metro Area

Regional Customer Service Associate Coordinator, 09/2015 - 01/2017

- + Directly oversaw CS team operations in thirteen stores, conducted audits, as well as, leadership training and reviews
- + Responsible for cash office operations in thirty-five stores, maintaining standards and introducing operational efficiencies
- + Conducted regular meetings of 40-80 leaders, hosted conference calls, leadership interviews, and general support as needed
- + Maintained and advanced the overall Customer Service program for the region (New York, New Jersey, Connecticut)
- + Worked with executives, marketing, product teams, construction and vendors on store innovations and regional projects
- + Established operational standards, conducted job fairs and training for new store openings throughout the tri-state

Customer Service Team Leader, 07/2014 - 09/2015 - Port Chester, New York

- + Led a team of 55 Team Members, 7 Supervisors and 2 Associate Team Leaders
- + Responsible for all operations, including hiring, terminations, corrective conversations, reviews, interviews and daily tasks
- + Recognized for operational efficiency, successful fundraising campaigns, and supporting fellow leaders on operations/systems
- + Created standardized SQL database program for cash handling, implemented in all stores region-wide

Customer Service Associate Team Leader, 09/2012 - 07/2014 - New York City, New York

- + Led a team of 110 Team Members
- + Conducted regional training sessions and ongoing support for team scheduling
- + Conducted internal reviews, corrective conversations, mediations, hiring and training
- + Introduced standardized training and on-boarding materials for cashiers in all NYC stores

EDUCATION

Flatiron School - 2017

- + Full Stack Web Development, Ruby on Rails, JavaScript and React/Redux immersive program

Hunter College - New York, New York - 2008

- + BA: English Literature and Theory