



NATHAN JENSBY

WEB DEVELOPER

nathanjensby.com

PROJECTS

MyUsual

Full-Stack web application built using Auth0, MongoDB, and Express. This app allows users to share personal lists with other users.

MyBarCart

Provides cocktail recipes based on ingredients that the user already owns. Front end is built in React, back end is Rails using Ruby and Postgres.

Chuck Norris Joke Generator

Full-Stack web application built using MongoDB and Express. This app generates random Chuck Norris Jokes.

EXPERIENCE

March 2015
September 2016

HOMEAWAY

Customer Support Supervisor

- Managed a team of 11-14 employees
- Performed quality audits and delivered metrics
- Provided floor-wide guidance and support
- Scheduled tasks for CS Leadership Team
- Collaborated on roll-out plan for metrics dashboard

October 2013
March 2015

Customer Support Representative

- Assisted customers on all devices and operating systems
- Aided escalated customers as part of Resolutions Team
- Retained high marks in customer satisfaction, call handle time, and cases closed

October 2012
June 2013

TRUDY'S TEXAS STAR

Head Expediter

- Ensured all food reached each customer accurately and in a timely manner
- Trained newly hired servers and expeditors

May 2011
July 2012

PGI

Customer Support Specialist || Social Media Listener

- Implemented a customer success initiative that sent T-shirts to new users
- Guided customers through product and troubleshoot technical problems
- Utilized Radian 6 to analyze trending topics and key influencers through social media
- Generated weekly reports for C-team



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<https://github.com/nathanjensby>

EDUCATION

GENERAL ASSEMBLY

Web Development Immersive

OKLAHOMA STATE UNIVERSITY

Bachelor of Arts in English Literature

SKILLS

JavaScript

HTML5

Ruby

React Native

React.js

Node.js

CSS

Express

SalesForce

Tableau

JIRA

MongoDB