NATHAN JENSBY
WEB DEVELOPER

nathanjensby.com

PROJECTS

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.

MyUsual

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

Chuck Norris Joke Generator

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

214.797.3099

nathan.jensby@gmail.com

https://github.com/nathanjensby

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 expediters

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 troubleshot technical problems
- Utilized Radian 6 to analyze trending topics and key influencers through social media
- Generated weekly reports for C-team

EDUCATION

GENERAL ASSEMBLY
Web Development Immersive

OKLAHOMA STATE UNIVERSITY
Bachelor of Arts in English Literature

SKILLS

JavaScript	React.js	SalesForce
HTML5	Node.js	Tableau
Ruby	CSS	JIRA
React Native	Express	MongoDB