



# 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.

### 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