NATHAN JENSBY
WEB DEVELOPER

NJ

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

PROJECTS

Chuck Norris Joke Generator

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

MyUsual

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

ScoreKeepr

React Native application. This app allows users to keep score for Spades as well as ping pong and any other game where scores increment by single points.

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

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