

NATHAN JENSBY

|| WEB DEVELOPER ||

CONTACT

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SKILLS

- JAVASCRIPT
- HTML5
- CSS
- REACT.JS
- RUBY
- RAILS
- EXPRESS
- SALESFORCE
- MONGODB
- NODE.JS
- REACT NATIVE
- PYTHON

PROJECTS

MYBARCART

Provides cocktail recipes based on ingredients that the user already owns. Front end is built in react, back end is ruby on rails 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

CUSTOMER SUPPORT SUPERVISOR | HOMEAWAY | MAR 2015 - SEPT 2016

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

CUSTOMER SUPPORT REP | HOMEAWAY | OCT 2013 - MAR 2015

- 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

CS REP // SOCIAL MEDIA LISTENER | PGI | MAY 2011 - JUL 2012

- 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