

Gabriel Thomas

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EDUCATION

Rutgers University, School of Arts and Sciences

Newark, NJ

Bachelor of Arts: Psychology, Minor: Music

Sept. 2012 – May 2016

Rutgers University Coding Bootcamp

Jersey City, NJ

Technologies: HTML, CSS, Javascript, Rest API

Feb. 2021 - August 2021

WORK EXPERIENCE

Bizzabo

New York, NY

Technical Support Specialist - Team Lead

Sept 2020 - Present

Customer Support Representative - Team Lead

July 2019 - Sept 2020

- Acts as a front-facing support agent and troubleshoots situations with customers ranging from simple to advanced
- Coordinates escalations, product feature requests, and product knowledge with the research & development team
- Builds team standards of practice, documentation, and initiatives to better foresee future needs for the team
- Works with other support agents to build best practices, skills, and create a career roadmap.

IQVIA

Parsippany, NJ

Client Service Analyst

February 2017 - June 2019

- Builds, establishes and maintains effective business relationships with clients to proactively support their needs on a day-to-day basis
- Acts as a point of contact and support for clients to ensure accurate and timely communication of issues to relevant departments within the support cycle.
- Researches and responds to client questions concerning the contents of their deliverables.
- Works to spearhead initiatives to make client interactions more efficient and streamline internal processes, such as creating team efficiencies and processes that accelerate routine tasks within my team.

Jet

Hoboken, NJ

Home Category Analyst

June 2016 - October 2016

- Contracted to conduct market data research, including competitor and brand analysis, and in the process explored the depth and breadth of the e-commerce market
- Improved user experience and website interface through maintenance and re-categorization of products
- Led data analysis projects relating to internal product and supply chain functions

LEADERSHIP ACTIVITIES

Audio Visual Club, (Manager)

- Coached and trained students on different skills and efficiencies for mixing audio and producing music
- Established a curriculum for students in the club and created guides for assistance with work outside club hours

ADDITIONAL INFORMATION

Skills:

- Technologies: HTML, CSS, Javascript, Rest API
- Proficient with Zendesk, JIRA, Sendgrid, Looker, Tray.io, Zapier, and Salesforce

Interests: Cooking, building websites from scratch, traveling, hiking, and making music