

# Gabriel Thomas

695 Union Street 1R, Brooklyn, NY | gthomas513@gmail.com  
732 991 0860

## 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**

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:**

- Languages: HTML, CSS, Javascript, jQuery, JSON, APIs, node.js, Git
- Applications: Zendesk, JIRA, Sendgrid, Looker, Tray.io, Zapier, Postman, Salesforce, Excel, Kaltura Enterprise Suite, OBS.

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