

# Vivek Thakore

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<https://github.com/vivekthak88> | <http://vivekthakore-portfolio.herokuapp.com/>

## EDUCATION

### DigitalCrafts Bootcamp

Web Development

Online Course

June 2021 - December 2021

- Skills: HTML, CSS, jQuery, JavaScript, Node.js, Express, PostgreSQL, Sequelize, React, Redux, and Amazon Web Services

## WORK EXPERIENCE

### Waitr

Jr. Support Product Lead & Driver Support Agent

Lafayette, LA

March 2020 - Present

- As a Jr.Support Product Lead, my job is to manage the administration of our communication platform, Kustomer and monitoring the business rules, workflows, chat assistant, and providing technical support to internal teams for live operations. I also worked on Google Sheets to provide live operations metrics/data daily for the executive teams.
- I created a new workflow to delete ID/CC verification photos of customers that were flagged for potential fraud orders. This workflow is used weekly to delete all photos that have sensitive information.
- As a Driver Support agent, my job is to assist drivers on live orders, providing basic technical support for app issues via chat, phone call, and/or SMS text message. I also communicate with customers depending on order issues like updating orders due to out of stock items, restaurants closed, canceling orders.
- On average, I've worked on 100-150 chats per day; 80-100 phone calls per day.
- Improve team efficiency by collaborating with other team members on slack channels to provide support to customers, drivers, and restaurants. I've also assisted with training new employees in customer and driver support.

*Waitr Achievements:* Star of the Month for April 2021 and May 2021

## FEATURED PROJECTS

BettingBros | <https://betting-bros.netlify.app/> | <https://github.com/Jakejenk/DC---Front-End-Project>

August 2021

- The function of the website is to allow a user to select a Premier League soccer team, and compare the betting lines offered by various betting websites. The site uses data from a Soccer API, and inputs the Premier league team names into a drop down bar. The user then selects a team, and the Sports Betting API is called. The name of the team is passed into that API, and the API returns the different lines from different websites. The code then takes this data and formats it into containers.

Food 4 All | <https://food4all-front.herokuapp.com/> | <https://github.com/Eldridge0831/Food4All-Front>

December 2021

- Food for All is an application developed in December of 2021. The purpose behind it is to give people better options for cooking in a way that saves time, money, and space. The idea is to give users extensive search options to narrow down the results they get when looking for a particular idea. This concept applies to people trying to follow certain dietary criteria for general health, weight-loss, religious reasons, looking to avoid foods they are allergic to, or simply want to try different types of recipes they normally can't find. They are plenty of options available to find recipes, we look to make it easier to find recipes that work for you.