



## PROFILE

My passion is technology, Data, Agile Methodologies, Communications through new and progressing technology, and Progressive problem-solving in a collaborative environment.

A Full Stack Web Development graduate from Eleven Fifty Academy but I am always learning new skills. SQL, HTML5 & CSS, JavaScript & TypeScript, React.js, Node.js, and Express; just to name a few. I am focusing on Web and Application Development while networking like crazy so that others can benefit from a shared experience that I can't wait to provide.

## CONTACT

PHONE:  
317-410-5501

WEBSITE:  
[linkedin.com/in/ben-marlowe](https://www.linkedin.com/in/ben-marlowe)

EMAIL:  
benjaminmarlowe@outlook.com

# BENJAMIN MARLOWE

Full Stack Web Developer and  
Technical Support Engineer

## EDUCATION

### Eleven Fifty Academy

Aug 2021 - Feb 2022 · 7 mos

Web Development (Full Stack) Voted by my peers for the Core Value Award for Leadership

### Millikin University

2003 - 2007

Activities and societies: President of the Film Association of Millikin, Member of Sigma Alpha Epsilon, Inner City Film Member

## WORK EXPERIENCE

### Genesys - Sr Technical Support Engineer

Mar 2022 - Present · 1 yr 6 mos

- Active communication for providing accurate and creative technical solutions to user problems of moderate and difficult nature for the Genesys Cloud platform.
- Perform system analysis to identify and develop solutions for customer issues - including hardware, software, network, or system functionality tailored to the Genesys Cloud platform.

### Warner Bodies - IT Analyst

Oct 2021 – Mar 2022 6 Mos

- Provide Security Administration for company data and applications.
- Assist in building and maintaining company content to support reporting and automation via Microsoft Power Platform (Power Automate, Power BI, Power Query, etc.) and Microsoft SharePoint
- Oversee technical document creation and standards, library structure, and other content such as SOP and Technical 'How-To' documentation/training.

### Recruit Rooster by Direct Employers – Sales Specialist

Feb 2020 – October 2021 1 yr 9 mos

- Work to uncover gaps in a company's recruitment marketing and assist within the three pillars of Veteran Employment, Accessibility, and Creative strategy
- Cultivate and nurture growing revenue pipeline by calling, emailing, and leading virtual meetings
- Work side by side with implementation team to ensure customer solution success

### CleanSlate TG – Account Support Executive

May 2019 – October 2019 6 mos

- Built out fully formulated quotes and bids for customers.
- Generated lead information for team members. Coordinated with

**Renee Godby**  
Tech Support Analyst

"Ben and I started the web development program at Eleven Fifty Academy at similar stages of life. Trying to change careers as we managed jobs, family, and twins. He quickly became my partner in learning and an obvious team leader for myself and our classmates. We spent several hours for many months working through assignments together and learning the incredibly difficult material. His passion for learning and maintaining a positive attitude daily was notable and impressive. His never-ending enthusiasm and determination were infectious and a joy to work with. ...He was reliable, creative, prompt, and had fantastic time management and communication skills."

**John Loveys**  
Former CEO of CleanSlate TG

"It was a pleasure working with Ben. I managed Ben directly and in his time with us, he took on new tasks with enthusiasm. New to the IT industry, Ben had a steep learning curve and that never deterred him. He is a self starter and I highly recommend Ben, he will make a strong addition to his next employer."

**Carrie Hendrix**  
Account Executive

"Benjamin Marlowe will take any challenge head-on and make things happen. I've worked with Benjamin since 2017, and I can honestly say that he maintains an open dialogue, and he has never disappointed me. His strategic insight, professional experience, social conscious, along with his zest for success, makes him a powerful asset. It has been an honor and pleasure working with him."

both IBM and Ingram Micro to troubleshoot issues as they came up.

- Worked my way up to call on direct IBM Clients to move them over to a CleanSlate partnership.

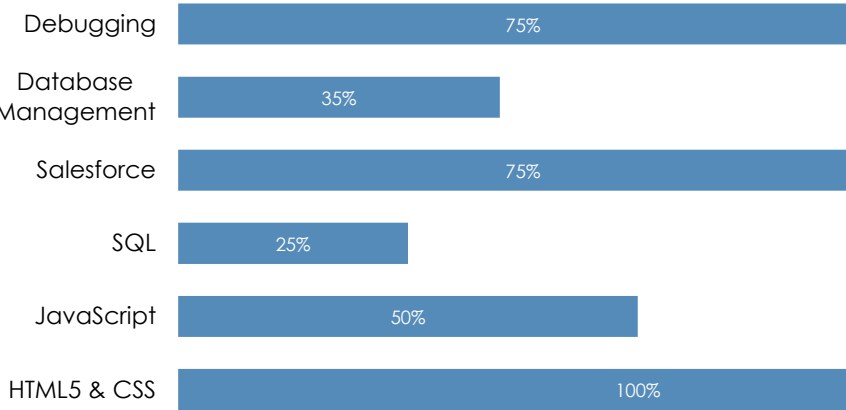
More Work Experience online at [linkedin.com/in/ben-marlowe](https://www.linkedin.com/in/ben-marlowe)

## AWARDS

### Core Value Award – Leadership

"We believe in serving others through aspirational interactions that positively influence perceptions, behaviors, decisions, and attitudes."

## SKILLS



## CERTIFICATIONS

### CIW Advanced HTML5 and CSS3 Specialist

Issued Mar 2022  
Credential ID CIW00422493

### Agile Software Development: Scrum for Developers

LinkedIn  
Issued Jul 2019

More can be viewed online at [linkedin.com/in/ben-marlowe](https://www.linkedin.com/in/ben-marlowe)