

Ben Hastings

CUSTOMER ANALYTICS | OBSERVABILITY | ENGINEERING EXCELLENCE

Dayton, OH 937.232.2190 ben.hastings@gmail.com linkedin.com/in/ben-hastings-always-growing

Forward-thinking Innovator proposing novel solutions by exploring beyond conventional boundaries, recognizing that future success demands innovation beyond the solutions of today. Leading teams through a creative journey to find novel solutions built through collaboration.

Customer-focused Advocate who champions a decision-making practice centered on enhancing customer experiences as the foremost priority. Upholds the significance of consistent, comprehensive feedback and candid, responsive communication to meet both explicit and implicit customer needs.

Data-Driven Strategist who mines extensive data repositories to unearth pivotal insights, employing an analytical question-first approach to contextualize findings and derive optimal conclusions and strategies.

Lifelong Learner formulating informed perspectives through diligent research and experiential learning, while maintaining a humble acknowledgment of the need to let curiosity roam free and encourage that in others.

KEY SKILLS

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|-------------------------|--------------------------|--------------------------------|
| - Observability | - Data Science | - Innovation |
| - Technology Leadership | - Analytics | - Thought Leadership |
| - Problem Solving | - Learning & Development | - User Experience (UX) |
| - Coaching | - Program Management | - Site Reliability Engineering |

PROFESSIONAL EXPERIENCE

NATIONWIDE INSURANCE, Dayton, OH (Remote)

Feb 2023-Present

Head of Enterprise Observability

Leading organizational transformation to enhance Observability, aimed at optimizing stability, reliability, and performance. Steering a team of engineers responsible for the enterprise observability platform, while fostering cross-enterprise relationships to drive standardization in data management and utilization.

- Developed and implemented a comprehensive governance framework to optimize the utilization of vendor services, resulting in a notable reduction of over 25% in the first year.
- Significantly enhanced operational insights by elevating correlation across events and alerts from a mere 7% to a substantial 62%, surpassing our mean time to restore goal by over 20%.
- Pioneered the conception and execution of the Cornerstone framework, establishing a robust foundation for critical service insight data and implementing a process to gauge integration compliance.

FIDELITY INVESTMENTS, Dayton, OH (Remote)

Jan 2022-Feb 2023

Director, Cloud Engineering

Fostering a culture of innovation, exploration, and optimization within a diverse team comprising cloud-focused engineers delivering Datadog and Splunk services, alongside an on-premise team supporting Prometheus,

Grafana, ELK, and Catchpoint. Collaborating with peers to establish and drive the adoption of standardized practices, advancing the pursuit of engineering excellence.

- Spearheaded innovative initiatives to migrate away from a vendor solution, successfully capturing a curated set of Prometheus-based operational metrics from over 70,000 VMWare virtuals and their hosts, resulting in estimated savings exceeding \$1 million annually.
- Introduced an agile-inspired prototyping framework to facilitate the exploration of emerging technologies during weekly learning days, fostering a dynamic environment for continuous improvement and experimentation.
- Teamed up with AWS to lead the assessment and enhancement of their managed services for Grafana and Prometheus, contributing to the refinement and optimization of cloud-based monitoring solutions.

FIDELITY INVESTMENTS, Dayton, OH (Remote)

Dec 2020-Jan 2022

Director, Site Reliability Engineering

Appointed as an L4 Leader to drive the Enterprise Technology Agile transformation, overseeing a team of 40 individuals with 6 direct reports, spread across cross-functional teams in Bangalore and four US metropolitan areas. Responsible for crafting and executing strategies, ensuring seamless delivery, and maintaining operations for mission-critical data and observability platforms vital for business service stability and operations.

- Initiated and successfully delivered an open-source metrics platform designed to capture, manage, explore, and visualize an extensive volume of data, supporting over 4.2 trillion data points per day.
- Implemented standardization measures and enhanced the stability of the existing ELK stack, managing a workload of more than 26TB per day. Through the advocacy of automation across all facets of operations, achieved a remarkable reduction in weekly incidents by over 90% and improved mean time to restore by 18%.
- Developed a comprehensive three-year strategic roadmap aimed at consolidating and rationalizing over 15 legacy observability tools and services. This initiative was geared towards optimizing data utility, minimizing operational burdens, and maximizing return on investment.

FIDELITY INVESTMENTS, Dayton, OH (Remote)

Jan 2016-Dec 2020

Principal Performance Engineer

Recruited to collaborate with automation and performance engineers, enhancing customer-focused UX performance capabilities. Acknowledged as the primary consultant for addressing and enhancing challenging customer experience and big data analytics issues.

- Led consultation efforts targeting critical customer-facing applications, resulting in significant improvements exceeding 75% across three key UX performance indicators.
- Enhanced existing practices to introduce a browser-based performance testing framework, streamlining testing efforts by replacing over 30% of tests with minimal resources, resulting in improved production outcomes.
- Researched, prototyped, negotiated, and implemented Fidelity's inaugural Real User Monitoring solution.

ELSEVIER, Dayton, OH

Oct 2011-Jan 2016

Principal Software Engineer, UX Optimization

Promoted to a newly established role as technical lead responsible for overseeing end-to-end UX optimization initiatives, encompassing research, ideation, strategy, analytics, and implementation. Leading a

diverse, cross-functional agile team with members based in India, Amsterdam, London, and the US, to pioneer UX enhancements for Elsevier's flagship application

- Led R&D efforts to conceptualize and implement a robust big data pipeline, warehouse, and processing system capable of handling over 20 million records daily, aimed at analyzing global UX trends.
- Directed data science endeavors to curate, analyze, visualize, and report on UX performance metrics, resulting in significant improvements of over 90% in global experience metrics over time.
- Developed an innovative front-end performance testing framework to evaluate pre-production performance within a continuous integration and continuous delivery (CI/CD) workflow, as part of our migration to AWS infrastructure.

EARLIER CAREER EXPERIENCE

ELSEVIER - Principal Performance Engineer

Nov 2008-Oct 2011

SME for JVM testing, profiling, and performance optimization. Partnered with vendor to accelerate their SOA testing capability leading to 2 conference presentations at Mercury World & HP Software Universe

ELSEVIER - Senior Software Test Analyst

Apr 2001-Nov 2008

Hired as a QA engineer, but pivoted to performance testing and engineering due to analytical aptitude and degree study in Mathematics and Statistics. Built a performance testing organization from 0-8 over 3 years.

EDUCATION

OHIO STATE UNIVERSITY, Columbus, OH

Bachelor of Science, Mathematics