Benjamin Nicholes

New York, NY

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EDUCATION

University of Nevada, Reno, *Reno, Nevada*
Bachelor of Science (B.S.) in Computer Science and Engineering   *Aug. 2012 – May. 2017*
Minor in Business Administration
Cumulative GPA: 3.63 / 4.00

EXPERIENCE

Bombora, *New York, NY*
Technical Product Manager   *Oct. 2019 – Present.*
- Conduct feasibility tests and engineer prototypes and present to stakeholders
- Conduct regular customer interviews, and integrate feedback into products
- Conduct market viability analysis, and create business plans for new product offerings
- Lead development team for API offerings across Bombora's core data set
- Lead development team for Bombora's Domain Append tool, reducing turn around time by 90% with an 80% accuracy for domain assignment
- Lead development team for integrating Bombora Surge data into Marketo, HubSpot, and Oracle Eloqua Marketing Automation platforms supporting millions of object syncs weekly
- Lead development team for integrating Bombora Surge data into LinkedIn Matched Audiences and Facebook Custom Audiences, reducing on average over 50% reduction in CPC and CPM and increasing on average over 40% click-thru rates

Bombora, *New York, NY*
Technical Product Analyst   *Jan. 2018 – Sept. 2019*

Bombora, *New York, NY*
Junior DevOps Engineer   *Jun. 2017 – Jan. 2018*
- Manage and audit SFTP Linux environments to deliver data to clients, oversee SFTP migration to SME Platform
- Develop, test and integrate Chef automation to new and existing Windows and Linux infrastructure through Chef SDK, Ruby, Python, Powershell, and Bash
- Produce Jenkins Builds and Workflows for .NET, Java, and Docker/Kubernetes applications
- Manage and monitor Development and Production environments in AWS, Google Cloud, and Microsoft Windows Server with Datadog and PRTG
- Develop cost effective scaling solutions in AWS Lambda and Python
- Document pipelines and processes

Bombora, *Reno, NV*
DevOps Engineer Intern   *May. 2016 – Jun. 2017*

Ustyme, *Reno, NV*
DevOps Engineer Intern   *Mar. 2015 – Mar. 2016*
- Create custom mission control dashboards for business team detailing revenue, daily users, etc. through Mixpanel API
- Develop and Integrate Automated Test Cases in Javascript for the Ustyme App through TestRail and Jenkins CI
- Under mentorship create and monitor Dev, UAT, and Production infrastructure in AWS
- Communicate and deliver projects in a fast paced start-up environment

PROJECTS

Eatrank.io
Senior Project   *Aug. 2016 – June. 2017*
- Rate your favorite dishes at restaurants
- Mobile first application
- Created business plans and entered funding competitions

SKILLS & OTHERS

Technical specialties: Infrastructure design and implementation with bare metal/virtualization and cloud technologies (GCP, AWS, Microsoft Server). Proficient in Git, Web Technologies, SQL, Python scripting, Docker/Kubernetes, Linux Administration, Datacenter Automation (Chef), Continuous Integration (Bitbucket Pipelines and Jenkins). Knowledge in Datadog, PRTG, New Relic, Atlassian Suite, Marketo, Eloqua, HubSpot, LinkedIn Audiences, Facebook Business Manager, and GDPR regulations
Languages: English *(mother tongue)*, Portuguese *(limited working proficiency)*, Spanish *(elementary proficiency)*.
Interests: Sports, Languages, Cooking, Film