

# Benjamin Nicholes

New York, NY

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## PROFESSIONAL EXPERIENCE

**Bombora**, New York, NY

Product Manager

Jan. 2018 – Present.

- Lead development team for API across Bombora's core data set and [Company Surge Report](#) offering to over 200 customers.
- Lead offshore development team for integrating Bombora Surge data into [Marketo](#), HubSpot, and Oracle Eloqua Marketing Automation platforms supporting millions of object syncs weekly.
- Integrated 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.
- Merged Bombora data into the [NetFactor VisitorTrack](#) platform as a result of acquisition, providing first enterprise quality intent data to over 250 SMBs.
- Support data quality and GDPR compliance across all of Bombora's datasets containing millions of companies and billions of user profiles and events.
- Implemented Bombora's Domain Append Tool, reducing turn around time by 90% with an 80% accuracy for domain to company name assignment.
- Conduct internal and customer interviews, and integrate feedback into products across all product lines.

**Bombora**, New York, NY

Junior DevOps Engineer

Jun. 2017 – Jan. 2018

- Managed and monitored Development and Production environments processing over a billion events a day in AWS and Google Cloud.
- Managed and audited SFTP Linux environments to deliver weekly data to over 50 clients and oversaw SFTP migration to SME Platform
- Developed, tested and integrated Chef automation to new and existing Windows and Linux infrastructure through Chef SDK, Powershell, and Bash.
- Supported CD/CI with Jenkins Builds for .NET, Java, and Docker/Kubernetes applications.
- Developed cost effective infrastructure monitoring solutions, reducing incident response time through AWS Lambda, Python, New Relic, and Datadog.

**Bombora**, Reno, NV

DevOps Engineer Intern

May. 2016 – Jun. 2017

**Ustyme**, Reno, NV

DevOps Engineer Intern

Mar. 2015 – Mar. 2016

- Under mentorship create and monitor Dev, UAT, and Production infrastructure in AWS.
- Document and Build CI/CD Deployment Pipelines through Jenkins
- 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 full test coverage in the Ustyme App through TestRail and QUnit.

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## PROJECTS

**Eatrank.io**

Senior Project

Aug. 2016 – June. 2017

- Rate your favorite dishes at restaurants
- Mobile first application
- Finalist - 2017 Sontag Entrepreneurship Contest

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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

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## SKILLS & OTHERS

**Technical specialties:** Infrastructure design and implementation with bare metal/virtualization and cloud technologies (GCP, AWS, Microsoft Server). Proficient in Git, REST API Design, 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