

Benjamin Nicholes

New York, NY

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EXPERIENCE

Bombora, New York, NY

Technical Product Manager

Jan. 2018 – Present.

- Conduct feasibility tests, create prototypes, and present to Engineering and Business 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

Junior DevOps Engineer

Jun. 2017 – Jan. 2018

- 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.
- Managed and monitored Development and Production environments processing over a billion events a day in AWS and Google Cloud.
- 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

- 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.
- Under mentorship create and monitor Dev, UAT, and Production infrastructure in AWS.
- Document and Build CI/CD Deployment Pipelines through Jenkins

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

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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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