

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.

PROJECTS

Eatrank.io

Senior Project

Aug. 2016 – June. 2017

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

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

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