Benjamin Nicholes *Product Analyst*

nicholes.ben@gmail.com • +1 (775) 397-0089 • www.bennicholes.github.io
New York, NY

Experience

Bombora - B2B Advertising Technology   NEW YORK, NY

Technical Product Analyst   *Jan '18 – Present*
- Conduct feasibility tests and engineer prototypes
- Conduct regular customer interviews, and integrate feedback into products
- Oversee and lead cross-functional teams across different offices and offshore development
- Conduct market viability analysis, and create business plans for new product offerings
- Lead development team for integrating Bombora Surge data into Marketo and Oracle Eloqua Marketing Automation platforms
- Lead development team for integrating Bombora Surge data into LinkedIn Matched Audiences and Facebook Custom Audiences

Junior DevOps Engineer   *Jun '17 – Jan '18*
- Document pipelines and processes
- 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

DevOps Engineer Intern   *May '16 – Jun '17*

Ustyme - Shared Experiences through Video   RENO, NV

DevOps Engineer   *Mar '15 – Mar '16*
- Communicate and deliver projects in a fast paced start-up environment.
- 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.

Education

University of Nevada, Reno   RENO, NEVADA

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

Projects

Eatrank.io - Find the best food in your city by rating and sharing dishes at restaurants. - Co-Founder
- Rate your favorite dishes at restaurants.
- Mobile first application.
- Created business plans and entered funding competitions.

Skills

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

Natural languages: English *(mother tongue)*, Portuguese *(limited working proficiency)*, Spanish *(elementary proficiency)*.