

Benjamin Flamm

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Professional Experience

Microsoft Corporation

Atlanta, GA, USA

CUSTOMER ENGINEER - ENTERPRISE MOBILITY + SECURITY

Jul. 2019 - Present

- Acted as the trusted technical advisor for enterprise customers across the Americas
- Furthered relationships with organizations in the Educational, Financial, Healthcare, Manufacturing, and Public Sector industries
- Assessed current IT infrastructure to create road maps for integrating security products and present to C-level decision-makers
- Collaborated with the product, account, and support teams on simultaneous projects to prioritize customer goals
- Conducted educational workshops and implementations to improve operational readiness for IT staff
- Increased Azure revenue through demonstrating technology against competitor solutions for high-impact customers
- Received recognition from U.S. Director of Customer Success
- Mentored new hires and trained senior colleagues on security product space
- Obtained and maintained Microsoft certifications in security, Azure, Accessibility, and Teams

Georgia Tech - Institute for People and Technology

Atlanta, GA, USA

USER EXPERIENCE LAB ASSISTANT

Aug. 2018 - May 2019

- Designed and developed a data collection tool to be used in studying mild cognitive impairment

Equifax, Inc.

Santiago, Chile

SOFTWARE ENGINEERING INTERN

May 2018 - Aug. 2018

- Developed data generation tool on an Agile team that mimicked real data to comply with user privacy requirements

Georgia Tech Research Institute

Atlanta, GA, USA

SOFTWARE TEST ENGINEERING INTERN

Aug. 2015 - May 2018

- Conducted testing of aircraft subsystems and prioritized software updates with engineering team
- Created test documentation and maintained automation scripts

Education

Florida International University

Miami, FL, USA

MASTER OF BUSINESS ADMINISTRATION

Dec. 2022

- Concentration in International Business

Georgia Institute of Technology

Atlanta, GA, USA

B.S. IN COMPUTER ENGINEERING

May 2019

- Georgia Tech Promise Scholar

Projects

DeKalb Farmers Market Website Redesign

- Performed competitive site analysis between DeKalb and other popular markets
- Created user personas based on market research of the local population
- Prototyped desktop and mobile applications, conducted user testing

IoT Medical Assistant

- Designed and implemented a voice-activated smart device to assist with notetaking

Interactive Flight Map

- Built data visualization that highlights airline route data on mouse-over

Robotic Aide for Fostering Independent Living

- Designed and programmed a robotic arm to assist people with mobility impairments

Skills

Business Acumen

Organizational Behavior, Project Management, Public Speaking, Customer Relations

Tools

Adobe XD, Azure, Balsamiq, FramerX, Qualtrics

Programming

Python, C/C++, Assembly, KQL, HTML/CSS, D3.js

Languages

English, Spanish, Hebrew

Volunteer

Microsoft Aspire Experience, Minecraft: Hour of Code