

Benjamin Ortega

SOFTWARE MAKER / TECHNOLOGY LEADER

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<https://github.com/substars>

PROFILE

I'm a builder and strategic innovator with a proven track record of aligning technical execution and excellence with business strategy. I like leveraging creative problem solving, agile methods, test-driven development, thoughtful developer tooling, and hands-on technical execution to bring teams together and empower them to deliver with confidence.

EXPERIENCE

ASSOCIATE DIRECTOR OF ENGINEERING, DEV TOOLING + EXPERIENCE

OCT 2021-PRESENT

Lead a distributed organization of product and platform engineering teams, curating and measurably improving the developer experience through creation of CI build tooling, feature flagging systems, and an internal developer portal (built on Backstage.io). Partnered with teams across multiple business units to present a developer-facing representation of our organizational and technical ecosystem.

SENIOR ENGINEERING MANAGER, CUSTOMER DOMAIN

BEST BUY

SEPT 2020-OCT 2021

Managed a full-stack team of engineering and QA staff responsible for core customer and loyalty APIs that served data to online and in-store systems. Led re-architecture and optimization of legacy enterprise systems to better support modern customer expectations with new capabilities.

DIRECTOR OF ENGINEERING, KICKSERV
GANNETT | USA TODAY NETWORK

JUL 2019-AUG 2020

Led a distributed technology team responsible for Kickserv, a Field Service Management SaaS (web + cross-platform mobile) application, and its underlying infrastructure.

Defined product development process, introducing and refining agile methods to double velocity, tie work streams to business needs, decrease lead time, and improve understanding of our system's behavior in production. Nurtured vendor relationships, negotiating partnerships and pricing for contractors and third-party integrations.

STAFF SOFTWARE ENGINEER, RELEASE ENGINEERING
SAMSUNG SMARTTHINGS

JAN 2018-JUL 2019

Developed and curated build, CI/CD, configuration management, and infrastructure tools to offer an internal developer platform for Samsung IoT and its 1800+ developers worldwide.

PRINCIPAL SOFTWARE ENGINEER
KIDIZEN

MAR 2017-NOV 2017

Developed, instrumented, and optimized a web + native mobile social e-commerce system connecting parents to share style and buy/sell kids' clothing and accessories.

SOFTWARE ARCHITECT / PRINCIPAL SOFTWARE ENGINEER
SENIOR SOFTWARE ENGINEER
GRANICUS (GOVDELIVERY)

FEB 2014-MAR 2017
APR 2009-FEB 2014

Developed and architected the *govDelivery* SaaS messaging platform, scaling through multiple growth phases and ever-increasing volume of users, messages, and data, used by over 1,000 municipal, state, and federal government agencies to engage with the public.

Led development of a high-volume email/SMS/voice messaging API for a prominent government health care marketplace project, working closely with federal agency officials to ensure successful design and integration. Partnered cross-functionally to productize this work as Targeted Messaging Service.

SKILLS

TECHNICAL LEADERSHIP

Process Improvement, Software Architecture, Business Strategy + Alignment, Cross-Functional Collaboration, Team Building and Mentoring

PROGRAMMING + FRAMEWORKS

Ruby, Rails, Java, TypeScript, React, Vue.js, Sidekiq, Spring Boot, Gradle, Mule ESB, Golang, Kotlin, Python

PLATFORM

AWS, ECS, EKS, OpenShift, Terraform, GitHub, GitLab, Jenkins, Backstage.io

DATA

PostgreSQL, MySQL, Redis, Cassandra, Confluent, Kafka, Avro, Elasticsearch, Oracle, SQS

EDUCATION

MCKINSEY ACADEMY MANAGEMENT ACCELERATOR

Problem Solving, Business Strategy, Business Fundamentals

M.C.S., COMPUTER SCIENCE

UNIVERSITY OF MINNESOTA-TWIN CITIES

Software Usability, Algorithms, Computer Music

B.S., INTER-COLLEGE-PROGRAM

UNIVERSITY OF MINNESOTA-TWIN CITIES

Computer Science, Technical Communication, English

MARQUETTE UNIVERSITY HIGH SCHOOL