



Ben Serviss

Senior Software Engineer

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EMPLOYMENT HISTORY

- Associate Director of Engineering @ Lifetime Value Co.** | New York, NY Feb. 2015 - Present
- + Tech lead on the Payments, Billing and Risk team
 - + Implemented changes to billing processes to increase revenue by \$2mm annually
 - + Integrated chargeback vendor solutions (REST, SOAP) to reduce chargebacks by 5%
 - + Architected and developed dedicated microservice to handle all sales tax calculations
 - + Manage a team of senior engineers
 - + Promoted 3 times (Jr. → Mid → Sr. → Associate Director) with increasing responsibilities
- Software Engineering Intern @ Shapeways** | New York, NY Nov. 2014 - Jan. 2015
- + Developed features for Shapeways.com, the leading 3D printing marketplace and community
 - + Worked with design team to develop and implement UX solutions
- Game Designer / Producer @ Studio Mercato** | New York, NY Jan. 2013 - Jan. 2016
- + Rapid concept prototyping
 - + Closed sale of a prototype game project to a third party
 - + Run product demonstrations for press and consumers at festivals and playtest events
- Contract Game Designer @ Dashjump** | New York, NY Nov. 2010 - Dec. 2015
- + Designed iOS app interactions for a government-run digital currency initiative
 - + Created user flows and interactions for an Agile training web app for a major US bank
 - + Pitched and designed game interactions for an iOS loyalty reward app for a national retailer
- Production Manager, Tech Editor @ Enzyme Media** | Portland, OR Jan. 2010 - Sept. 2010
- + Designed functional requirements for news website built with Wordpress
 - + Researched, implemented and maintained Google DoubleClick for Publishers (DFP)
 - + Wrote and reported tech stories; established sitewide SEO best practices
- Product Manager @ THQ*ICE** | Agoura Hills, CA Dec. 2008 - Dec. 2009
- + Oversaw complete localization of a Korean-language game into English
 - + Recruited, contracted and managed external writers for additional copy and content needs

TECHNICAL SKILLS

- | Languages
Ruby, JavaScript, PHP, Python, HTML, CSS, SQL
- | Certifications
Certified Jenkins Engineer
- | Frameworks
Rails, Sinatra, Bootstrap, Devise, jQuery
- | Tools
Heroku, Jenkins, Vagrant, Amazon S3, Git, Github, Gitlab, Jira, Confluence, DevTrack, Google DFP
- | Testing
TDD, BDD, Rspec
- | APIs
REST, SOAP, Twitter, Twilio, Forecast.io, NYT
- | CMS
WordPress, ExpressionEngine

SIDE PROJECTS

- PulseCheck.Club** (pulsecheck.club) - Make sure your personal sites are doing OK with daily status emails
- SpamEncoder** (spamencoder.com) - Encode/decode secret messages hidden in fake spam email text
- shrtb.red** (shrtb.red) - An extra-sweet cookie-themed URL shortener
- BotMitzvah** (twitter.com/botmitzvah) - A Twitter bot to celebrate the passage into adulthood

EDUCATION

- The Flatiron School**, 2014
Web Development Program
- SUNY Binghamton**, 2002-2005
Bachelor of Arts, English
Magna Cum Laude

GAME PROJECTS

- The Last Monster Master**, 2013-2014
250,000-word text adventure
Play: choiceofgames.com/last-monster-master
- Crystal Brawl**, 2013-2016
2v2 capture-the-flag meets strategy
Site: crystalbrawlgame.com

INTERESTS

- + Aikido
- + Scotch
- + UX
- + Writing
- + Rock climbing
- + Spreadsheets
- + Game development