



Ben Serviss

Engineering leader with a focus on payments and a passion for bringing clarity to complex problems

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EMPLOYMENT HISTORY

The Lifetime Value Co. | New York, NY

> *Director of Engineering, Jan. 2022 - Present*

- + Lead a team of senior engineers to identify, plan and execute high-value projects in collaboration with partner teams
- + Own the long-term technical roadmap to take our payments, billing and risk mitigation infrastructure to the next level
- + Recruit, onboard and cultivate engineering talent to realize their career aspirations while accomplishing ambitious business objectives

> *Associate Director of Engineering, Jan. 2020 - Jan. 2022*

- + Led Account Updater integration to increase billing success rates and lower partner fees for a combined lift of ~750k
- + Refactored a key test suite to reduce runtime by 5 minutes, and shared my process in a presentation with the Engineering team to lead the way for further optimizations
- + Partnered with the Mobile team to spike out integration with Google's Android Realtime Notifications, paving the way for a later hire to take over ownership and complete the project

BeenVerified | New York, NY

> *Senior Software Engineer, Dec. 2018 - Jan. 2020*

- + Architected and developed a dedicated microservice to handle sales tax calculations and reporting, saving the company tens of thousands in tax remittances
- + Spearheaded our first formal onboarding overview process for the Engineering department
- + Coached direct report to create automation to optimize production testing, leading to significant cost savings
- + Created process to aggregate and surface vendor and partner alerts to key stakeholders

> *Software Engineer, Jan. 2016 - Dec. 2018*

- + Implemented changes to billing processes and trial subscriptions, increasing revenue by \$2mm annually
- + Integrated chargeback vendor solutions (REST, SOAP) to reduce chargebacks by 5%
- + Updated our fraud blocking suite with CDRN support, resulting in savings of \$15k/month
- + Owned and implemented credit card tokenization solution, resulting in an increased level of PCI compliance
- + Rewrote our file import process to work with our new containerized infrastructure
- + Wrote session-locking system to reduce account abuse and TOS violations

> *Junior Software Engineer, Feb. 2015 - Jan. 2016*

- + Refactored legacy Rails monolith into a service-oriented architecture used company-wide
- + Designed and implemented in-house documentation server using Swagger and Groc
- + Owned the setup and maintenance of our Jenkins instance for CI
- + Developer on the Customer Support Operations team
- + Advanced to Tech Lead on the Upgrades & Reactivations team

Software Engineering Intern @ Shapeways | New York, NY 2014 - 2015

- + Developed features for Shapeways.com, the leading 3D printing marketplace and community
- + Worked with design team to develop and implement UX solutions

Game Design Consultant @ Dashjump | New York, NY 2010 - 2017

- + 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

EMPLOYMENT HISTORY (CONT'D)

Product Manager @ THQ*ICE | Agoura Hills, CA 2008 - 2009

- + Oversaw complete localization of a Korean-language game into English
- + Recruited, contracted and managed external writers for copy and content needs
- + Defined company-wide processes and procedures to improve internal efficiency
- + Coordinated projects with development teams in Shanghai and Seoul

Associate Producer/Designer @ Saber Interactive | Millburn, NJ 2006 - 2007

- + Primary liaison between the publisher and production team
- + Organized and administered user focus groups
- + Coordinated motion capture process pipeline with mocap studio House of Moves
- + Processed payroll for the company's Russian office and contractors

TECHNICAL SKILLS

| Languages
Ruby, JavaScript, PHP, Python, HTML, CSS, SQL

| Frameworks
Rails, Sinatra, Bootstrap, Devise, jQuery

| Tools
Docker, Heroku, Jenkins, Vagrant, Amazon S3, Git, Github, Gitlab, Jira, Confluence, DevTrack, Google DFP

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

BotMitzvah (twitter.com/botmitzvah) - A Twitter bot to celebrate the passage into adulthood

How to Score Your First Game Job (scoreyourfirstgamejob.com) - How-to book on breaking into the game industry

Hot Pizza Calendar (hotpizzacalendar.com) - Lightweight e-commerce site offering the finest pizza calendars around

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