

# Ben Serviss

Engineering Manager

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## EMPLOYMENT HISTORY

**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 4 times (Jr. → Mid → Sr. → Associate Director → Director)

**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](http://pulsecheck.club)) - Make sure your personal sites are doing OK with daily status emails

**SpamEncoder** ([spamencoder.com](http://spamencoder.com)) - Encode/decode secret messages hidden in fake spam email text

**shrtb.red** ([shrtb.red](http://shrtb.red)) - An extra-sweet cookie-themed URL shortener

**BotMitzvah** ([twitter.com/botmitzvah](https://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](http://choiceofgames.com/last-monster-master)

**Crystal Brawl**, 2013-2016  
*2v2 capture-the-flag meets strategy*  
Site: [crystalbrawlgame.com](http://crystalbrawlgame.com)

## INTERESTS

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