

# Benjamin (Ben) Howe RITTech MBCS

www.beh.uk

An adaptable engineer with experience in various tech stacks, both as an individual contributor and a leader. In their spare time, they enjoy learning new technologies and working on various side projects.

## Professional Experience

<b>Elder Technologies – Senior Engineer</b>	Since 2023
<ul style="list-style-type: none"><li>Developed a framework for use of Generative AI to enhance customer service.</li><li>Designed and delivered a key improvement to the care appraisal process, enabling questions to be added or removed in minutes rather than months.</li><li>Implemented and led gamified security awareness training for the technology team.</li><li>Enhanced monitoring of technology assets, providing better visibility to the business.</li></ul>	
<b>American Express – Senior Engineer (Developer Enablement)</b>	2022-23
<ul style="list-style-type: none"><li>Mentored engineers in the use of paved roads to increase efficiency across the enterprise.</li><li>Built a repository scanning tool to identify teams adhering to best practices and those needing more support. Used “nudges” to help teams reach 90+% positive behaviours.</li><li>Created various Slack “workflows” saving approximately 1,000 hours of engineer time.</li><li>Ranked in the top 40 across the company for socially responsible open-source contributions.</li></ul>	
<b>American Express – Backend Engineer</b>	2020-22
<ul style="list-style-type: none"><li>Collaborated with various teams including InfoSec and CI/CD to enhance tools.</li><li>Trained mainframe colleagues in modern technologies, including Java, Jenkins, and BDD.</li><li>Built a reusable library to enable Slack alerting without depending on the pod networking.</li></ul>	
<b>American Express – Engineer</b>	2018-20
<ul style="list-style-type: none"><li>Cleaned code and added additional tests to improve reliability and development speed.</li><li>Designed a technical test for apprentice candidates and chaired a review panel.</li><li>Participated in the UK Product Summit Dream Team twice, leading ~20 graduates in 2019.</li></ul>	
<b>University of Reading – Demonstrator</b>	2017-18
<ul style="list-style-type: none"><li>Contributed to various first- and second-year lab sessions, including authorising marks.</li></ul>	
<b>Junction11 Radio – Head of Technology</b>	2016-17
<ul style="list-style-type: none"><li>Led the development, documentation, and maintenance of the entire technology stack.</li><li>Spearheaded the successful implementation of IPv6 across the studio.</li></ul>	
<b>American Express – First Foundry Analyst, Technology</b>	2016
<ul style="list-style-type: none"><li>Became an internal expert on the Elastic Stack and led an internal “hack day”.</li></ul>	
<b>Mythic Beasts – Software Developer</b>	2014-15
<ul style="list-style-type: none"><li>Led a research project on HHVM; increased the transactions per second by 600%.</li></ul>	
<b>Wolfpack Fashion – Director of IT</b>	2012-13
<ul style="list-style-type: none"><li>Set up a PCI-DSS compliant online store; won awards incl. Best Young Enterprise Company.</li></ul>	

## Education

**Professional** Registered IT Technician, DevOps Engineer (Level 4), CompTIA Security+.

**Academic** The University of Reading: BSc (Hons) Computer Science, first class honours.