

# Benjamin (Ben) Howe RITTech MBCS

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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

**Elder Technologies – Senior Engineer** Since 2023

- Developed a framework for use of Generative AI to enhance customer service.
- Designed and delivered a key improvement to the care appraisal process, enabling questions to be added or removed in minutes rather than months.
- Implemented and led gamified security awareness training for the technology team.
- Enhanced monitoring of technology assets, providing better visibility to the business.

**American Express – Senior Engineer (Developer Enablement)** 2022-23

- Mentored engineers in the use of paved roads to increase efficiency across the enterprise.
- 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.
- Created various Slack “workflows” saving approximately 1,000 hours of engineer time.
- Ranked in the top 40 across the company for socially responsible open-source contributions.

**American Express – Backend Engineer** 2020-22

- Collaborated with various teams including InfoSec and CI/CD to enhance tools.
- Trained mainframe colleagues in modern technologies, including Java, Jenkins, and BDD.
- Built a reusable library to enable Slack alerting without depending on the pod networking.

**American Express – Engineer** 2018-20

- Cleaned code and added additional tests to improve reliability and development speed.
- Designed a technical test for apprentice candidates and chaired a review panel.
- Participated in the UK Product Summit Dream Team twice, leading ~20 graduates in 2019.

**University of Reading – Demonstrator** 2017-18

- Contributed to various first- and second-year lab sessions, including authorising marks.

**Junction11 Radio – Head of Technology** 2016-17

- Led the development, documentation, and maintenance of the entire technology stack.
- Spearheaded the successful implementation of IPv6 across the studio.

**American Express – First Foundry Analyst, Technology** 2016

- Became an internal expert on the Elastic Stack and led an internal “hack day”.

**Mythic Beasts – Software Developer** 2014-15

- Led a research project on HHVM; increased the transactions per second by 600%.

**Wolfpack Fashion – Director of IT** 2012-13

- Set up a PCI-DSS compliant online store; won awards incl. Best Young Enterprise Company.

## Education

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

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