

Benjamin Cao

bencao@bcao.me • www.bcao.me

EDUCATION

University of Massachusetts Lowell, Lowell, Massachusetts
Bachelor of Science in Computer Science

SKILLS

- Management: Jira, Confluence, Strategic Planning, Release Scheduling, Documentation, Communication, Organization, Delegation
- Languages/markup: JavaScript, TypeScript, HTML/CSS
- Frameworks: React, Next.js
- Version Control: Git, Bitbucket, GitHub
- Databases: PostgreSQL, MSSQL Server, Snowflake, MongoDB
- Backend: Node.js
- DevOps: Kubernetes, Docker

EXPERIENCE

Cengage Group, Boston, Massachusetts

Advanced Software Engineer

October 2023 -

- As the sole technical lead within an 18-member engineering team, I took full ownership of the modernization of cengage.com by independently gathering business requirements, documenting functional specifications, creating and refining user stories, and leading planning and delegation of development tasks.
- Spearheading the migration effort for 13 eCommerce applications (7 completed) from on-prem datacenter Tomcat or Open Cloud Foundry/EC2 to EKS, demonstrating full ownership and expertise in managing this critical transition.
- Taking charge of biweekly release planning and execution, skillfully delegating tasks to rotation managers to ensure efficient and successful outcomes.
- Assisted retiring several legacy eCommerce databases within Cengage Group, which saved \$3700 annually.
- Solely responsible for the comprehensive redesign of eltnl.com, expertly gathering requirements, crafting user stories, leading development, & planning releases while modernizing the frontend & migrating from a legacy Apache server to EKS.
- Participate in biweekly sprint refinement and planning of team user stories and tasks.

Senior Software Engineer

October 2021 - September 2023

- Member of 8-person team modernizing the Cengage checkout experience for US & International markets, integrating with SAP Commerce system over a 2 year project timeline, leading to the retirement of legacy eCommerce system, totalling \$1.1 million in yearly savings.
- Pioneered a streamlined release management process, encompassing scope, branches, notes, change requests, and stakeholder communication. Devised a rotating release manager schedule to foster familiarity with the process and maintain engagement with the eCommerce stack.
- Took sole responsibility in outlining a process for repository management covering topics such as branch permissions/rules, pull request reviews, release branching, and rebasing to avoid repeating several past issues with branching as part of a large development team (10+).
- Proactively established a production support rotation, devising efficient processes through OpsGenie to enhance operational effectiveness and team collaboration.
- Create and maintain documentation of applications, team processes, and projects in Confluence along with leading and participating in monthly team knowledge transfer sessions to fight the technical debt epidemic.

Linus Health, Boston, Massachusetts

Software Engineer

October 2020 - April 2021

- Front-end engineer utilizing HTML, CSS/Less, JavaScript, and Node.js to build the web portal for the Linus platform; a suite of scientifically-validated and user-friendly digital tools that enable remote precision monitoring of brain health.

SharkNinja, Needham, Massachusetts

Web ETL Developer

December 2019 – September 2020

- Lead developer in the collection of web performance metrics via Google Lighthouse/Ads/Analytics, Akamai, & mPulse for eCommerce sites, resulting in dashboards created in Domo to report to the Chief Commercial Officer & President.
- Lead developer in the gathering of disk/database status data on internal servers via API calls to store information in Domo. Created cards utilizing data to report to the VP of Global IT.
- Wrote API to collect package status data from UPS and stored in MSSQL Server database to automate email delivery to

customers notifying them of their package arrival.

WebOps Developer

April 2019 - November 2019

- Scrum Master leading daily standups, prioritization of ticket queue, & week to week strategy, execution, & resource management for Web Operations.
- Representative for Web Operations reporting on the strategy, execution, forecasting, & resource management of content updates for new product development (NPD) cycle to cross-functional partners.
- Lead developer on the implementation of BazaarVoice & WebCollage on Shark & Ninja sites.

Web Operations Specialist

February 2018 - April 2019

- Member of 2-person team that completed a new version of the SharkNinja associates holiday sale.
- Member of 2-person team that completed the redevelopment of the SharkNinja corporate website.
- Member of 3-person team completing the rollout of 20 purchase pages, 261 parts & accessories pages, 62 product support pages, and 179 recipe pages in August 2018 to support Shark & Ninja Fall new product development (NPD) cycle.
- Lead developer on the implementation of Affirm finance messaging on sharkclean.com & ninjakitchen.com.
- Led several site search optimization projects across brand sites in collaboration with Digital Experience team.
- Worked in collaboration with DevOps team to develop automation process for sending weekly reports to support Supply Chain, Finance, & Digital Experience teams.
- Architected scripting development process for adding new product records to MSSQL Server database.

Web Operations Specialist - Contract

September 2017 - February 2018

Progress Software, Bedford, Massachusetts

Build & Release Engineer I

June 2014 - August 2016

- Designed and developed internal website (intranet) utilizing HTML, CSS, JavaScript, & Java that tracked build and test metrics for the company's premier product, OpenEdge, as well as daily product resolution statistics from team operations.
- Developed a command line program to automatically install Cygwin on machines silently.
- Worked with IT for >6 months to test and certify a version of Symantec Endpoint Protection that was compatible with ClearCase and Windows build/test and product development environments.
- Member of 2-person team that completed 1.5-year migration of OpenEdge build/test environments from MKS Toolkit to Cygwin; provided documentation, training, and support to development during the migration.
- Member of 3-person team tasked with implementing and supporting VMware Horizon View to OpenEdge Development.