

# Ben Koenig

Denver, Colorado | (386) 627-3079

[ben.koenig@live.com](mailto:ben.koenig@live.com) | <https://github.com/taqft> | <https://www.linkedin.com/in/bk09/>

## Professional Summary

Developer and support engineer with 5+ years of SaaS experience, specializing in automating internal processes, managing case and ticketing systems, and driving customer experience outcomes. Proven ability to build long-term client relationships and lead cross-functional teams to deliver high-impact solutions. Adept at writing and optimizing SQL queries, developing automation scripts, and supporting RESTful API integrations. Skilled in Python, JavaScript, Typescript, React, Rust, Tableau, SQL, and CI/CD pipelines. Passionate about learning quickly to deliver efficient tools that enhance end-user and agent workflows.

## Key Skills

**Ticketing & Case Management:** Experienced in internal case management systems (Salesforce, JIRA); optimized routing logic, automated flows, and SOPs to reduce resolution times by up to 30%.

**Application Development & Automation:** Proficient in Python, JavaScript, and shell scripting for task automation, data validation, and interface enhancements.

**APIs & Integrations:** Skilled in troubleshooting and implementing RESTful APIs, endpoints, and backend systems.

**Data & SQL:** Wrote complex SQL queries and managed data pipelines across BigQuery and Microsoft SQL Server to power analytics and platform logic.

**Cross-functional Leadership:** Strong communicator who gathered technical requirements and translated them into actionable workflows; authored SOPs and dashboards for leadership.

## Professional Experience

Uber Technologies, Inc.

Denver, CO

### Uber Driver

May 2024 - Present

- Demonstrated adaptability and professionalism in high-volume, customer-facing scenarios.
- Maintained a consistent 5-star rating over 1,000+ trips through clear communication and reliable service.

Freelance

Boulder, CO

### Game Developer & Application Developer

May 2023 - Present

- Led multiple Agile teams to design, build, and release games for web and desktop applications.
- Built internal tools to validate builds, manage assets, and automate test cases and deployment.
- Developed mobile and PC build pipelines with a focus on bug resolution and user satisfaction.

Skills Applied: Python, JavaScript, Rust, DevOps, Debugging, GitHub Actions, Automation Pipelines

Recurly, Inc.

Denver, CO

### Technical Support Engineer, Payments

May 2021 - May 2023

- Provided Tier III support for enterprise clients (Sling, Starz, Twitch, BarkBox) through Salesforce and JIRA.
- Built and documented test environments to simulate complex payment integrations and API usage.
- Developed sandbox environments and test automation to reduce technical escalation times by 30%.
- Created internal tools and Tableau dashboards to visualize SLA performance and service health.
- Supported a rotation of after-hours on-call rotation support, owning over a dozen critical support incidents.

Skills Applied: RESTful APIs, SQL, Tableau, Salesforce, Ticketing Systems, Support Escalations, Python, BigQuery

Microsoft Support

Denver, CO

### Technical Lead

March 2021 - May 2021

- Supervised 7 engineers in resolving ticket queues and escalations with high SLA compliance.
- Reported weekly tasks and reviewed critical cases for status reports to stakeholders and management.
- Authored and maintained SOPs used across support functions, improving knowledge and resolutions.
- Presented weekly bug trends and KPIs to senior leadership to improve routing and resolution logic.

Skills Applied: Team Leadership, Technical Coaching, SOP Development, Microsoft Outlook, Word, Excel, Teams

Microsoft Support

Colorado Springs, CO

### Support Engineer II

March 2020 - March 2021

- Owned a minimum of two support cases each day and offered live support to fellow engineers in tandem.
- Orchestrated a collaborative document to centralize troubleshooting resources and case management tools. This initiative resulted in a 15% reduction in case resolution time and enhanced team collaboration.
- Debugged error logs and provided a technical root cause with clear reproduction steps to engineers.
- Expanded the team's internal technical writing and contributed customer-ready responses to peers.

Skills Applied: Azure, PowerShell, Office Suite, Debugging, Technical Writing, Bug Tracking

Gatemaster Technology Corp.

Broomfield, CO

### Technical Support Specialist

July 2018 - March 2020

- Built and maintained a robust knowledge base and customer training for a SaaS POS/e-commerce platform.
- Designed reports using Power BI and custom SQL for customer usage trends and market analysis.
- Delivered onboarding, call center, and video support that cultivated long-term customer relationships.
- Partnered with customers to collect feedback and translate needs into actionable development items.

Skills Applied: Onboarding, Client Support, Documentation, SQL, Power BI, Training, Feature Feedback

## Education and Training

University of Denver

Denver, CO

Certificate, Full Stack Web-Development

August 2021 - June 2022

Daytona State College

Daytona Beach, FL

Bachelor of Science, Electrical Engineering and Technology Concentration

August 2013 - April 2018