Michael Benefiel

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SUMMARY

Diligent, detail-oriented problem solver with a strong background working with CDPs and enterprise-level tech vendors. Strong marketing and communications background. Customer obsessed. Team player with a student mindset. Passionate about learning new technologies to empower my career and those around me.

HIGHLIGHTS

- 2021 NA Value Engineer of the Year
- 2021 NA Customer Success Engineer of the Year
- Dedicated engineer for two of Tealium's most strategic accounts: Gap, Inc. & Microsoft
- Worked as Customer Success Engineer from 2019 – 2021, promoted to Sr. Customer Success Engineer in 2022

TECHNICAL SKILLS

JavaScript | Advanced Debugging | APIs | Postman | Xcode & Android Studio | SQL | Exposure to MERN Stack

RECENT PROJECTS

Knowledge Base Admin Team
Tealium
Member of team responsible for steering new direction of the company's technical Knowledge Base.

CSE Center for Operational Excellence Admin Team
Tealium
Member of team responsible for curating and developing educational series for NA CSEs.

Evolution Document Team Lead
Tealium
Team lead for developing documentation process that provides technical background and historical context of clients.

TECH EXPERIENCE

Sr. Customer Success Engineer – *Tealium* – San Diego, CA   **2019 - Present**
- Effectively troubleshoot and analyze complex issues related to JavaScript Tags, APIs, Data Discrepancies and Tealium Mobile SDKs, identify possible solutions, and present recommendations & best practices.
- Mentor newer CSEs on how to troubleshoot within the Tealium ecosystem, along with providing advice on internal processes and procedures.
- Curate and develop educational/technical documentation for internal and external consumption.
- Define, implement and document team initiatives, policies, and procedures based off department and company strategy.

Marketing Manager – *Bukaty Companies* – Leawood, KS   **2017 - 2019**
- Integrated our internal client database with the HubSpot API. Acted as main contact between developers and several company divisions by interpreting the technical details and project requirements.
- Worked to integrate our proprietary technology, EnrollSource, with the SalesForce platform of Blue Cross/Blue Shield of Kansas City. Served as a primary contact to oversee project completion.
- Maintained five corporate websites using Drupal and Webflow. Worked with the web developer to implement continuous improvements to functionality and design.

NON-TECH EXPERIENCE

Government Affairs Director – *ABC Heart of America* – Kansas City, MO   **2015 - 2017**
Operations Manager – *United Way of the Capital Region* – Harrisburg, PA   **2013 - 2014**
Legislative Aide – *Virginia House of Delegates* – Richmond, VA   **2011 - 2013**
Transcriptionist – *Federal News Service* – Washington, D.C.   **2010 - 2011**
Transcriptions Manager – *CBS Paramount* – Los Angeles, CA   **2008 - 2009**

OTHER EXPERIENCE

Production Assistant | Transcriber – Los Angeles, CA – https://imdb.to/2NtT8I2   **2009 - 2014**
Freelanced at several post-production facilities and on several short- and feature-length films. Assisted directors and producers by wrangling talent, scouting locations, and breaking down/setting up film sets.

EDUCATION

University of Kansas, Overland Park, KS **–** Full Stack Web Development Boot Camp
Iowa State University, Ames, IA **–** Bachelor of Science, Psychology; Minor, Sociology