

BENJAMIN WERDEN

Automation Engineer | Software Architect | Product Owner
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PROFESSIONAL SUMMARY

Senior automation engineer and architect with 10+ years of experience designing and building enterprise automation programs that scale and endure. Proven track record of growing automation portfolios from the ground up, delivering \$320K+ in annualized savings, and driving adoption across multiple business units. Brings deep technical expertise and the ability to build stakeholder alignment and turn skepticism into support. Known for automating repetitive work that limits productivity, freeing people to focus on more meaningful and impactful contributions.

CORE COMPETENCIES

- RPA / BPA Development & Architecture
- Agile Product Ownership (Scrum/Kanban)
- Azure-Native Orchestration & Integration
- Stakeholder Management & Road mapping
- ServiceNow / CMDB Administration
- SAP Automation (C# / UiPath)
- Software Architecture & Standards
- Team Leadership & Mentoring
- Process Discovery & Automation Strategy
- Enterprise Change Management

TECHNICAL SKILLS

Languages: C#, Python, Java, JavaScript, C, C++, Visual Basic, PHP

Cloud & Platforms: Azure (Functions, Portal, DevOps), ServiceNow, SAP, UiPath

Dev Tools: Visual Studio, VS Code, Git, GitHub, Azure DevOps, BitBucket, IntelliJ, Eclipse, Arduino

Databases: SQL Server, Azure SQL, Microsoft Access

Frameworks & Libraries: MVC, Newtonsoft, Gradle, Maven, Selenium WebDriver, Dotnet Core / Framework

Methods: Robotic Process Automation (RPA), Business Process Automation (BPA), Agile/Scrum, CI/CD

PROFESSIONAL EXPERIENCE

Steelcase • Grand Rapids, MI

Jun 2025 - Apr 2026

Senior Automation Software Developer

- Architected C# automation solutions for SAP workflows as part of a large-scale business transformation initiative, designed to replace legacy RPA automations and enable data migration, validation, and process optimization across critical business processes.
- Rescued and modernized business-critical Java applications abandoned by a prior team, migrating to C#, eliminating security vulnerabilities, restoring maintainability, and extending the life of tools essential to ongoing operations.
- Sustained a portfolio of 30+ production automations, diagnosing and resolving failures rapidly, adapting solutions to changing application environments, and minimizing business disruption through reliable operational support.
- Partnered with business leaders to evaluate automation ROI, identify expansion opportunities, and manage change management efforts, helping maximize adoption and long-term value from automation investments.
- Co-designed an Azure-native business process automation orchestration platform leveraging Azure Functions and cloud-native services, implementing CI/CD practices that improved scalability, reliability, and release efficiency.

Steelcase • Grand Rapids, MI

Jun 2025 - Jan 2026

CMDB / ServiceNow Administrator

- Resolved a systemic asset discovery conflict affecting hundreds of ServiceNow CMDB records by redesigning discovery authority and permissions at the source, reducing reclassification errors from tens of thousands down to hundreds and significantly improving data accuracy across the platform
- Partnered with three business teams to establish data governance standards tailored to their needs, driving a shift toward team-owned data management and increasing organizational engagement with CMDB processes during tenure
- Produced knowledge articles and process documentation to support team onboarding and establish repeatable operational standards

Steelcase • Grand Rapids, MI

Nov 2022 - Jun 2025

Product Owner

- Unified two previously separate teams into a newly formed Business Integration and Automation team, establishing agile practices, consolidated backlog, stakeholder documentation, and team identity from scratch with no strategic direction provided by leadership
- Owned the team's agile backlog, balancing priorities across inherited work, new initiatives, and metascrum commitments while partnering with the Scrum Master to run sprint ceremonies and remove blockers
- Managed a portfolio of 30+ automation and integration initiatives, translating business stakeholder needs into prioritized backlog items and ensuring delivery aligned with both team capacity and organizational priorities
- Presented team metrics, strategy, and accomplishments to management monthly and to Director-level leadership annually, providing strategic direction upward during periods where no higher level organizational strategy existed

Steelcase • Grand Rapids, MI

Aug 2020 - Nov 2022

Senior Developer / Software Architect / Product Owner

- Co-founded Steelcase's RPA/BPA Center of Excellence after leading vendor evaluation that selected UiPath as the enterprise standard, evangelizing automation benefits to secure major buy-in from HR, finance, product data, and order management partners, growing the portfolio to 30+ active automations across 6+ business areas
- Generated \$320K+ in annualized soft savings through process automation across 6+ business units, enabling the organization to avoid 3 to 5 additional FTE hires while improving accuracy and on-time delivery in order entry, invoicing, and fulfillment
- Sustained team operations through significant headcount reductions, serving concurrently as Software Architect, Product Owner, Business Analyst, and lead developer, keeping automation portfolio operational and business partners supported through the team's most challenging period
- Identified and optimized manual business processes before automating them, capturing efficiency gains at the process level in addition to automation savings and building ROI-backed proposals that secured continued leadership investment
- Established and enforced architecture and coding standards across the automation team and citizen developer community, providing mentorship and hands-on guidance to help developers at varying skill levels learn, grow, and deliver quality work
- Volunteered for cross-IT cyber incident remediation outside normal responsibilities, building automation to harden and remediate virtual machines at scale, performing manual hardening across multiple system types, and developing test automation to validate recovery, logging more hours than 90% of IT staff over 5+ weeks of 6am to 1am days, seven days a week
- Migrated team repositories from TFVC to Git, modernizing source control practices and enabling the CI/CD pipeline adoption that followed
- Served as the primary technical interviewer for RPA Developer candidates, assessing technical aptitude and cultural fit and making final hiring recommendations that directly shaped team composition
- Designed and developed RPA automations integrating with ERPs, HR systems, finance platforms, and web applications, implementing multi-threaded practices to ensure reliability when interfacing with slow or unpredictable external systems

Steelcase • Grand Rapids, MI

Feb 2018 - Aug 2020

Automation Specialist / Developer

- Brought in as a contractor to explore the viability of business process automation at Steelcase, demonstrated consistent value over nearly two years before being converted to full-time employee, and went on to spearhead the company's first Robotic Process Automation initiative as part of a small founding team

- Built a full-stack C# MVC application that standardized new product data ingestion into SAP, consolidating 10+ competing Excel formats into a single validated workflow and eliminating manual SAP entry entirely via custom API integration, saving an estimated 100 hours per month and improving downstream data accuracy for marketing
- Established the foundational development standards and best practices for the Business Process Automation team, creating the governance framework the program would build on as it scaled
- Led the RPA vendor evaluation that resulted in UiPath selection as Steelcase's enterprise automation standard, assessing tools against both business and technical requirements
- Wrote automated test scripts using Java, Selenium, and WebDriver in a multi-threaded environment as part of the Software Quality function
- Collaborated with global teams across 6+ countries on automation delivery
- Began training and mentoring new RPA developers, business contributors, and interns in automation tools and methodology as the program grew and new team members joined

Complete Automation Resource • Grand Rapids, MI

Apr 2016 - Feb 2018

Software Developer / Industrial Automation Consultant

- Delivered industrial automation solutions for multiple clients using Python, Java, and PHP within the Ignition IDE, developing custom Ignition Modules to meet client-specific requirements
- Led project teams of up to 5 engineers from requirements through deployment and client handoff
- Programmed Arduino-based controllers for industrial applications, managed SQL Server scripting and reporting, and built multi-threaded applications to handle communication between data sources and manufacturing controllers

EDUCATION

Associate of Applied Arts & Science — Computer Information Systems, Programming

Grand Rapids Community College, Grand Rapids, MI

VOLUNTEER EXPERIENCE

Afterthought Games (formerly OST Games) • Grand Rapids, MI

Jul 2015 - Dec 2016

Software Engineer / Community Manager

Jul 2015 - Dec 2016

- Contributed C# development to indie game projects Violent Sol: Worlds and Cornflower Corban as a lead developer
- Managed community relations and external communications for the studio