

BENJAMIN BENNETT

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Profile

Summary

Hands-on, User Experience Design Leader with 14+ years creating innovative, large-scale, interactive solutions. Effective people manager and accomplished individual contributor with diverse experience in business consulting, healthcare and financial services. Deep expertise with user-centric processes combined with technical aptitude, creativity and business acumen. Quick, high-level thinker with acute attention to detail. Consistently meets business objectives by designing compelling experiences that optimize user engagement.

Core Competencies

- User Experience Strategy
- Information Architecture
- Interaction Design
- User Research
- Mobile Interface Design
- Rich Internet Applications
- Product Management
- Leadership Skills
- Client Relationships

Experience

Bloomberg L.P., New York, NY 2011 – Present
Senior Interaction Designer, CTO Office

- Improving user experience of industry standard Bloomberg Professional service; providing 300,000 financial professionals real-time data, news, analytics, liquidity and execution.
- Partnering with customers, senior leaders, product managers and development teams to implement user-centric design processes and innovative digital solutions.

Pfizer, New York, NY 2007 – 2011
Senior Manager / User Experience Lead

- Managed portfolio of user experience (UX) design projects, overseeing contract resources and vendor teams, ensuring quality user experiences.
- Developed and implemented strategies to improve Pfizer's internal communication and collaboration platform, the world's 3rd largest SharePoint implementation.
- Saved \$8 million through design and implementation of enterprise communication platform consisting of reusable components shared across 34 intranet portals.
- Increased traffic by 60%+ to corporate communications portal through redesign, enabling content aggregation across 18 disparate SharePoint site collections.
- Championed user research including site analytics, surveys, polls, card sorting, one-on-one interviews, focus groups and usability testing to inform decisions and strategies.
- Designed enterprise-wide social networking platform to connect colleagues, dissolve departmental silos and enable knowledge sharing across 120,000 global colleagues.
- Created iPhone, iPad and Blackberry friendly mobile versions of several transactional, communication and collaboration sites.

Keane, formerly NetNumina, New York, NY, and Cambridge, MA 2005 – 2007
Senior Principal Consultant / User Experience Lead

Marsh & McLennan Companies, New York, NY

- Collaborated with senior management teams across all MMC operating companies on new, high-profile cross-company compliance and risk mitigation system.

Moody's Investors Service, New York, NY

- Performed strategic assessment of existing web-based offerings through interviews with senior executives, external customers and internal stakeholders.
- Devised 3-year, multi-million dollar roadmap to sustain long-term growth by evolving client's web assets into flexible and fully integrated service delivery platform.
- Led effort to redesign firm's website using iterative, user-centric process involving multiple information architects, visual designers and web developers.

Marsh, Marsh & McLennan Companies, New York, NY, and Hoboken, NJ 2003 – 2005
Senior User Experience Designer

- Managed and led teams of UX designers and developers, including dedicated off-shore resources, to successfully deliver user interface designs and functioning HTML prototypes for several complex, global business applications.
- Helped to further develop the firm's UI standards and worked to better integrate user-centric design into the firm's evolving, RUP-based software development process.

Freelance Consultant, New York, NY, and Bangalore, India 2001 – 2003
Information Architect / User Experience Designer

- Provided user experience strategy and design for clients including New York Life International, Housing Authority of Baltimore City, Manheim Auctions and March of Dimes.
- Developed information architecture including site maps and wireframes based on content analysis and user group segmentation / personas.
- Effectively transitioned Windows-based application to web-based by redesigning Tracker, America's #1 Selling Dealer Management System.

Agency.com, New York, NY 2000 – 2001
Information Architect

- Designed user experiences for global clients including U.S. Bancorp, Goldman Sachs, Omnicom Group, Sprint and PricewaterhouseCoopers.
- Led team of 5 information architects to design integrated project-based work environment / specialized intranet for use by all employees across Omnicom Group.
- Developed site maps, schematics and page templates to implement unified, customer-centric architecture for U.S. Bancorp site's 1600+ unique pages.

StarChefs, New York, NY 1999 – 2000
Production / Product Manager

- Managed all activities related to production of existing web site including establishing procedures and workflows and managing team of designers and developers.
- Designed new Vignette StoryServer based site, developing information architecture including site maps, page layouts, navigation and search methodologies.

Accenture, formerly Andersen Consulting 1997 – 1999
New York, NY, and Frankfurt, Germany
Consultant - UI Designer / Developer

- Designed and developed user experiences for global clients including Deutsche Boerse AG, Celanese AG and Metropolitan Life Insurance Company.
- Programmed solutions in HTML, Java (JHTML), C/C++, Lotus Notes, Sybase and Oracle.

Malcolm Pirnie, White Plains, NY 1996
Summer Intern - Web Designer / Developer

- Designed and implemented Internet and Intranet sites for one of the largest firms in the U.S. focused exclusively on environmental issues.

Education

Rensselaer Polytechnic Institute, Troy, NY 1997
Bachelor of Science, Mechanical Engineering, Multidisciplinary Design Minor,
Magna Cum Laude

Technical Skills

Design Tools: Adobe Acrobat, Dreamweaver, Fireworks, Flash, Illustrator and Photoshop; Microsoft Visio, Office and Project; OmniGraffle, Rational Rose and others

Technical Acumen: SharePoint, iOS, AJAX, HTML, CSS, JavaScript, DHTML, JHTML, Java, JSP, XHTML, XML, SQL, Lotus Notes, CGI/Perl and C/C++