BENJAMIN BENNETT

160 Ainslie Street   email: b@bcdesigncorps.com   profile: linkedin.com/in/benneb
Brooklyn, NY 11211   phone: +1 (917) 442-9487   portfolio: behance.net/benneb/

Summary

Hands-on, Product Leader with over 25 years creating innovative, large-scale, digital solutions. Effective people manager and accomplished individual contributor with deep product development experience. Quick, high-level thinker with acute attention to detail.

Core Competencies

- Product Management
- User Research
- Client Relationships
- Use-Centric Design
- Algo & AI-based UIs
- Interaction Design
- Team Leadership
- Mobile Experience
- Information Architecture

Recent Accomplishments

Bloomberg LP, New York, NY   2011 – Present

Contributed to $4 billion in revenue growth, a 50% increase, by improving a range of digital products relied on by 350,000 of the world's most influential decision makers.

Global UX Lead, Community & Collaboration Products   *2020 – Present*

- Provided strategic direction and design oversight for 8 designers, 12 product managers, and more than 200 developers.
- Achieved record usage of the chat and email products relied on by the financial industry: Instant Bloomberg (IB) and Bloomberg Message (MSG).
- Improved client efficiency and enhanced user workflows by incorporating Natural Language Processing (NLP), Machine Learning (ML), and Artificial Intelligence (AI).
- Introduced other modern chat features such as rich content previews, threaded conversations, emojis, reactions, and more, to a change-adverse user base.

Global UX Team Lead, Trading Solutions / Enterprise Products   *2011 – 2019*

- Grew and managed a team of 10 direct reports providing strategic direction, performance assessments, career development, and design oversight.
- Tripled revenue by enhancing the electronic trade order management system (ETOMS), continuing Bloomberg's streak earning Best Sell-Side OMS Provider.
- Established a new revenue stream helping clients meet their MiFID II regulatory requirements earning Best Buy-Side Compliance Product, Regulatory Reporting.
- Earned the Waters Ranking award for Best Execution Management System by leading a ground-up redesign of EMSX resulting in the world's #1 most used EMS.

Pfizer, New York, NY   2007 – 2011
User Experience Design Lead

- Redesigned 34 intranet portals, the world's 3rd largest SharePoint implementation, increasing traffic 60%+, saving $8 million in annual costs, and improving knowledge sharing across 120,000 colleagues.
- Managed a portfolio of user experience (UX) design projects, overseeing contract resources and vendor teams, ensuring quality user experiences.
- Championed user research including site analytics, surveys, polls, card sorting, interviews, focus groups, and usability testing to inform decisions and strategies.

Prior Experience

Accenture, Agency.com, Marsh, & Keane, in New York, NY, and abroad, *Senior User Experience Designer, Information Architect, UI Designer / Developer,* 1997-2007

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