

BENJAMIN F SULLIVAN.

[PRODUCT MANAGER]

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KEY SKILLS MATRIX

Product & Strategy: Roadmapping, OKR design, hypothesis-led delivery, product analytics, pricing & growth levers

Data/AI: SQL, ETL design, API integrations, automation, experiment design, KPI instrumentation; AI-assisted workflow design

UX/Research: JTBD interviews, journey mapping, evidence synthesis, accessibility considerations, release notes as artefacts

Leadership & Governance: Cross-functional leadership (Eng/Design/QA/CS/Sales/Marketing), PCI compliance, GDPR awareness, risk/controls, stakeholder alignment

CERTIFICATIONS

Certified Professional Scrum Product Owner I (PSPO I) - Scrum.org (Jul '24)
Validated ability to define product vision, prioritize features, and maximize stakeholder value.

Certified Scrum Master (CSM) - Scrum Alliance (Jan '23, Renewed Jan '25)
Demonstrated expertise in coaching cross-functional teams and facilitating sprint ceremonies.

AI Essentials - Google (Sep '25)
Validated ability to leverage generative AI tools and implement prompt engineering best practices for operational efficiency.

API Design and Fundamentals - Google (Sep '25)
Validated ability to leverage generative AI tools and implement prompt engineering best practices for operational efficiency.

CAREER PROGRESSION

1st

2nd

1st

2nd

1st

VenturEd Solutions

Tampa, FL

Senior Product Owner

Nov 2024 - Present

PROMOTION

Product Owner

Sep 2023 - Nov 2024

PriceSpider

Irvine, CA

Technical Product Manager

Aug 2022 - Sep 2023

PROMOTION

Strategic Solutions Developer

Mar 2022 - Aug 2022

PROMOTION

Solutions Developer

Apr 2021 - Mar 2022

Intermedia

Mountain View, CA

Enterprise Implementation Engineer

Sep 2017 - Apr 2021

PROMOTION

Small Business Implementation Engineer

Jul 2015 - Sep 2017

PROMOTION

Cloud Applications Support Engineer

Apr 2014 - Jul 2015

EDUCATION

University of Liverpool	(In Progress)
Master of Business Administration, International Business	
Duke University	(In Progress)
Professional Specialization, AI Product Management	
University of Glasgow Adam Smith Business School	Awarded Nov 2025
Professional Specialization, Strategic Business Leadership	
University of London	Awarded Sep 2025
Professional Specialization, Brand Management	
University of Glasgow Adam Smith Business School	Awarded Sep 2025
Professional Certificate, MBA Essentials	
Cairn University	2000-2002
Music Composition, English	

COMMUNITY LEADERSHIP

I provide strategic oversight for public housing programs. I guide budgets, maintain compliance with federal rules, and improve services for residents through responsible governance.

PROFESSIONAL SUMMARY

Product leader specializing in data-driven strategy, AI-assisted delivery, and complex platform integrations. I've led a \$68M EdTech portfolio across US/UK markets, treating each initiative as a testable intervention: problem framing → method → measured outcome. I'm applying to deepen technical and AI-centered product expertise and contribute practitioner research on responsible automation, UX outcomes, and platform governance.

QUANTIFIABLE IMPACT

Time-to-Market

-44%

121d

68d

Cut new feature delivery time.

Feature Delivery

+50%

Increased items shipped from 11.5 to 17.2/mo.

Strategic Focus

+49%

55%

Shifted effort from 37% to 55% value-add work.

80% reduction in user journey time through mobile app enhancements.

64% increase in team velocity, 50% acceleration in feature delivery, 71% reduction in bug resolution time.

30% increase in application volume through strategic mobile app improvements.

\$68M EdTech portfolio management serving a national network that includes many of the nation's most elite private schools

PROFESSIONAL EXPERIENCE

Senior Product Owner (Promoted)

VenturEd Solutions (Formerly Community Brands) Tampa, FL Nov 2024 - Present

Scope: \$68M EdTech portfolio: Admit, Enroll, Hub; team: 8 dev, 2 design, 2 QA - US/UK stakeholders.

Defined unified vision and release cadence: shipped 5 significant UX upgrades in 8 months.

Method: discovery workshops, school advisory councils, structured interviews, telemetry-led prioritization.

Outcomes: 80% ↓ median parent journey time: 25% ↓ admin processing time: applications +30%, NPS +36.

Drove payment-flow redesign: associated with \$856k annualized revenue uplift and fewer escalations.

Shifted mix from maintenance → innovation (37% → 55% of effort) enabling 308 story points of new initiatives in <6 months.

Reduced process bottlenecks via cross-functional workshops: 20% improvement in resource alignment.

Manage >1,000-item backlog with evidence-based prioritization and risk gating (PCI/GDPR).

Product Owner

VenturEd Solutions (Formerly Community Brands) Tampa, FL Sep 2023 - Dec 2024

I owned the roadmap for student information and billing systems that cover the full tuition and fee lifecycle for more than five thousand K-12 schools.

Consolidated admissions, billing, and student management under a single roadmap: delivery +25%.

Re-engineered intake/triage: NPS +27 points in six months.

Designed and piloted a new after-school enrichment module: ensured continuous PCI compliance.

Introduced AI-assisted workflow automation: instituted demo discipline → 2× demo effectiveness.

Founder

Ayrne LLC Sheridan, WY Sep 2018 - Present

Bootstrapped digital publishing venture focused on audience growth and monetization.

Built and grew a niche audience from zero to 8-12k monthly readers with £0 paid acquisition, using editorial positioning, partnerships, and SEO-led content planning.

Commercialized the platform (affiliates, sponsorships, light subscriptions) to a steady \$1.5-\$2k MRR with positive unit economics and seasonality.

Improved content throughput by 35-45% through workflow changes (outline→edit→publish), enabling a consistent weekly cadence without headcount.

Led end-to-end operations: brand, editorial calendar, partnerships, compliance, and P&L, maintained cash-flow positivity since launch.

Product Manager

Wayvia (Formerly PriceSpider) Irvine, CA Aug 2022 - Oct 2022

I guided strategy and delivery for PROWL, a brand protection platform used by more than two thousand global brands and contributing fifty to sixty million dollars in annual revenue.

Progressed from Solutions Developer to PM: led integrations with major retailers like Amazon/Walmart/Target.

Built SQL/API automation for ingestion/reconciliation → 10× cycle-time reduction.

Delivered MAP monitoring/enforcement → 89% ↓ violations for enterprise clients.

Expanded data collection 300% across 50+ sites, maintaining 99% accuracy.

Produced analytics panels (retailer APIs + internal sales) to surface buy-box loss and corrective actions.

Strategic Solutions Developer (Promoted Twice)

Wayvia (Formerly PriceSpider) Irvine, CA Mar 2021 - Aug 2022

I built enterprise solutions for Fortune 500 clients and turned custom work into reusable components.

Client-facing technical lead for high-value accounts, full-stack builds, 30% ↑ client satisfaction, 20% ↓ delivery time.

Prototyped dynamic pricing algorithms, observed 15% sales uplift in trials.

Improved data accuracy 20% via integrated analytics panels.

Enterprise Implementation Engineer (Promoted Twice)

Intermedia Mountain View, CA Apr 2014 - Apr 2021

I ran complex SaaS migrations for enterprise clients and kept programs compliant with FINRA, SEC, GDPR, and HIPAA.

Client-facing technical lead for high-value accounts: full-stack builds, 30% ↑ client satisfaction, 20% ↓ delivery time.

Prototyped dynamic pricing algorithms; observed 15% sales uplift in trials.

Improved data accuracy 20% via integrated analytics panels.