BEN THYNG

ben@benthyng.com
LinkedIn
802 578 9260
Fairfax VT

SUMMARY

Innovative Senior Product Owner with 13+ years of experience leading cross-functional teams to deliver impactful consumer-facing products. Expert in product strategy, user experience, and data-driven decision-making. Proven track record in leveraging AI and machine learning to personalize shopping experiences and enhance search capabilities. Skilled in driving adoption, mentoring teams, and executing complex initiatives in fast-paced environments.

SKILLS

- Product Vision & Strategy
- User Experience Design & Optimization
- Data Fluency & Analytics
- AI Personalization & NLP
- Stakeholder Management
- Cross-Functional Leadership
- Empathetic Consensus Building
- Agile Planning & Execution
- Mentorship & Product Culture
- Technical Communication & Documentation

EXPERIENCE

2012-Present | Cox Automotive – Dealer.com | Burlington VT

Senior Product Owner – Consumer Experience and Website Management

- Defined and executed product strategy for consumer-facing web experiences, driving adoption across 11,000+ websites
- Simultaneously led three engineering teams to deliver high-impact initiatives, including a modernized Specials Campaign Manager and serverless price monitoring solutions
- Shipped a shopper-facing application that personalizes vehicle recommendations leveraging users' browsing history, and machine learning to deliver tailored experiences
- Developed a Natural Language Search solution powered by an LLM, enabling conversational user inputs to be translated into faceted search queries for enhanced usability and engagement
- Collaborated with Data Scientists and UX to create personalized shopping experiences using enterprise insights
- Delivered scalable, modular solutions that reduced technical debt and infrastructure costs.
- Fostered a culture of accountability, mentorship, and continuous improvement
- Mentored junior product owners and contributed to product culture through knowledge sharing and advocacy
- Established a successful model for offshore engineering collaboration

Scrum Tech Lead, Senior UI Engineer - Digital Storefront

- Designed, developed, and implemented web services and user interfaces that deliver seamless solutions
- Key member of client facing advisory team for Sonic, Subaru and Audi

2007-2012 | HBDirect.com | Waterbury VT

Music Marketing Manager

- Designed and produced marketing materials for a variety of web and print media
- Managed promotion schedules and negotiated discounts with major distributors