

Ben Clower

Product Designer

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Skills

Product Leadership

Product strategy, resource planning and team structuring, stakeholder communications, project roadmapping, systems thinking, product documentation

Design

Wireframing, Prototyping, User Flows, Information Architecture, Design Systems

Research

Usability studies, competitive landscaping and analysis, business analysis, product analytics, customer interviews

Tools

Figma, Jira, Miro, Lucidchart, UserTesting, Claude, Notion, Survey Monkey, Productboard

Certifications

Certified Scrum Product Owner
General Assembly UX Design

Summary

Product designer with roots in engineering and project management. I bring systems thinking to complex problems, bridging user needs and business goals to deliver solutions with measurable results.

Experience

Product Designer

Delta Air Lines | 2022 – Present

- Owned product strategy for an internal HR application serving 5,000+ frontline leaders, cutting weekly administrative hours by 25% through real-time data access and remote scheduling.
- Drove end-to-end design across 3 product verticals, delivering cohesive experiences on mobile, tablet, and web.
- Grew active usage to over 80% of the leader population within the first year through targeted feature enhancements and engagement-driven releases.
- Restructured user flows and information architecture so leaders reach critical operational data in under two minutes, directly reducing time-to-decision.
- Accelerated release cycles from quarterly to monthly, tightening the feedback loop between user research and shipped improvements.

Lead Product Designer

Freelance | 2021 – 2022

CommonAlly Led end-to-end design for a nonpartisan political engagement platform, from concept through launch-ready product.

CORL8 Conducted user research and redesigned the landing page to sharpen positioning and conversion.

FISERV Developed user flows for a modular white-label product, designing for configurability across client implementations.

KU Software Designed and ran a research program to identify friction points and inform user flow improvements.

Junkfood Arcades Refined mobile app UX for physical controller integration, aligning touch and hardware interaction patterns.

ServiceNow Admin

ADCom | 2019 – 2021

- Developed data-driven dashboards enabling real-time insights into incident management, thereby reducing resolution times and helping leadership make informed decisions faster.
- Streamlined workflows to automate manual processes, cutting administrative overhead by 20% and boosting overall platform efficiency for cross-functional teams.
- Designed an intuitive end-user portal, improving self-service adoption and reducing service desk tickets through clear navigation, knowledge base articles, and user-friendly forms.

Integration Engineer

Cox Communications | 2017 – 2019

- Maintained and optimized Kubernetes containers hosting video transcoders for Cox Communications’ Video On Demand services, achieving 99.9% uptime and ensuring seamless content delivery to millions of subscribers.
- Collaborated with cross-functional teams (DevOps, product managers, and QA) to align container infrastructure with evolving VOD feature requirements, minimizing integration bottlenecks and supporting rapid scaling during peak viewership.

Project Manager

Document Technologies Inc | 2012 – 2017

- Managed complex eDiscovery projects from initial client intake to final data delivery for multiple law firms, ensuring strict compliance with chain-of-custody standards and court-imposed deadlines.
- Coordinated cross-functional teams—including forensic analysts, hosting technicians, and legal staff—to process and organize digital evidence, maintaining a 95% on-time delivery rate while handling an average of 10+ concurrent cases.