

BEN SWEET

Reston, VA | (703) 967-1726 | bensweet1011@gmail.com | linkedin.com/in/ben-sweet7

PROFESSIONAL SUMMARY

Strategic and technically fluent **AI Product Manager with 9+ years** leading enterprise-scale digital transformation initiatives and **3+ years delivering AI-powered product capabilities** across cloud-native platforms, combined with parallel experience in AI product consulting and AI advisory services. Expert in translating ambiguous business and user needs into scalable AI/ML solutions—including **LLM-orchestrated workflow automation**, **RAG-enabled** intelligent decisioning engines, predictive analytics, and enterprise AI platforms. Adept at defining product roadmaps, aligning cross-functional engineering, data science, and UX teams, and driving measurable workflow improvements. **Deep fluency with generative AI**, evaluation frameworks, data architecture, and cloud technologies (AWS/Azure). Recognized for strong stakeholder leadership, responsible **AI governance**, and the ability to accelerate adoption of emerging technologies in complex enterprise environments.

CORE COMPETENCIES: AI Product Strategy & Vision • AI/ML & GenAI Solutions Delivery • Discovery, Product Roadmapping & Prioritization • RAG/Vector DB Integration & LLM-Powered Feature Development • Workflow Automation & Optimization • LLM Orchestration & Prompt Engineering • Cloud Platforms (AWS/Azure) • Problem Framing & User Research • Responsible AI, Governance & Model Evaluation • Cross-Functional Leadership (Eng/DS/UX/Risk) • Agile Product Delivery (Scrum/SAFe) • Digital Transformation & Change Management • Analytics & Data Architecture • Intelligent Decisioning & Predictive Analytics • KPI Design, Experimentation & Data-Driven Iteration • Executive Communication & Stakeholder Alignment • MLOps

PROFESSIONAL EXPERIENCE

Lead Product Manager & Co-Founder

GovTech B2B AI & Analytics SaaS Venture | Reston, VA | Jan 2025 – Present

Lead end-to-end product strategy and AI capabilities for an enterprise-grade SaaS AI & Analytics platform with multi-model GenAI LLM foundation, LLM API integration, workflow automation, predictive modeling & scoring, RAG data pipelines, and configurable governance & guardrails for regulatory compliance.

- Led discovery and defined the product vision, multi-quarter AI roadmap, platform architecture and business logic for AI-powered **LLM orchestration**, workflow automation and investment intelligence decisioning model.
- Partner with engineering and data science to design system components including ML modules, model-driven scoring pipelines, RAG vector-based document retrieval, prompt engineering frameworks, and configurable AI-assisted dashboards.
- Apply generative AI and predictive analytics to automate unstructured document processing, intelligent data extraction, and decision-support tasks, **reducing manual analysis time by 82%** in pilot and improving insight accuracy for enterprise clients.
- Translate business discovery into user stories, acceptance criteria, and technical specifications enabling consistent delivery of secure, scalable AI features with built-in **explainability and human-in-the-loop review** workflows.
- Conduct user research, usability testing, cohort analysis, and KPI-driven iteration to improve workflow efficiency, feature activation, and customer adoption across AI-augmented processes.
- Drive go-to-market strategy, stakeholder communication, and customer onboarding using measurable product metrics, ROI analysis, transparent model-performance reporting, and AI trust & safety documentation.

Product Manager – Digital Transformation & Emerging Technologies (HealthTech industry)

Maximus Inc. | McLean, VA (Remote) | Mar 2022 – Jan 2025

Led AI-driven digital transformation and innovation initiatives across enterprise, HealthTech, and internal tooling platforms.

- Directed delivery of AI-enabled solutions – including workforce optimization, predictive analytics, and QA automation – yielding projected **\$400K annual savings** through intelligent workload distribution and automation.
- Partnered with engineering, cloud architecture, and analytics teams to define requirements for AWS-based platforms supporting scalable machine learning pipelines and real-time data processing.
- Led Agile delivery for a 12-person cross-functional team across engineering, data science, UX, and operations, delivering GenAI-enabled communication tools and automation solutions adopted across multiple programs.
- Facilitated design thinking and strategic planning workshops with C-suite executives to define product vision, OKRs, KPIs, and enterprise AI transformation goals.
- Improved user adoption by **12%** through behavioral analytics, experimentation, and iterative product enhancements.

- Produced executive-level product roadmaps, dashboards, and adoption metrics used to align senior stakeholders and accelerate digital transformation initiatives.
- Rescued a critical client engagement, restoring stakeholder confidence and contributing to a **\$600M contract extension**.

AI Product Consultant & Automation Strategist

Independent Advisory Practice | Remote | Aug 2023 – Jul 2025

Built AI-powered products and intelligent automation solutions for business clients across finance, healthcare, consulting, legal, real estate, marketing, and customer support.

- **Designed end-to-end AI workflows** leveraging LLMs, APIs, RAG, embeddings, and cloud automation tools, reducing manual workload by **40–70%** across client operations.
- **Guided clients through the AI product lifecycle** – from problem discovery and prioritization to prototyping, model evaluation, and production deployment.
- **Conducted AI readiness assessments** identifying high-impact use cases and producing phased AI adoption roadmaps that clarified ROI, technical feasibility, and governance requirements.
- Built intelligent assistant tools, automated decisioning engines, and custom generative content solutions using OpenAI/Azure AI integrated with enterprise systems.
- **Delivered executive-level AI enablement workshops** and training programs to **elevate organizational AI literacy** and transform data-driven decision practices.
- **Established responsible AI practices** including output quality controls, risk mitigation strategies, prompt-engineering standards, and evaluation frameworks for model accuracy, latency, and reliability.

Product Manager / Product Owner Senior Business Systems Analyst

Maximus Inc. | McLean, VA (Remote) | Feb 2014 – Mar 2022

Served as Product Owner and lead analyst for enterprise-scale implementations supporting complex healthcare and public-sector technology platforms.

- Translated business requirements into detailed user stories and product specifications for \$5–10M initiatives serving thousands of end users.
- Led Agile ceremonies, PI planning, backlog refinement, and cross-team delivery alignment ensuring predictable release cycles.
- Designed future-state workflows, data models, and integration architectures enabling efficient data lifecycle management and interoperability across distributed systems.
- Conducted advanced SQL-based data validation, analysis, and reporting to ensure data quality and compliance.
- Identified automation opportunities and delivered solutions eliminating repetitive manual tasks, saving **\$60K annually**.
- Authored requirements traceability frameworks, functional specifications, and solution documentation standardizing delivery across multiple enterprise programs.

SKILLS & TOOLS

AI/ML & GenAI: LLMs & LLM APIs (Azure OpenAI, Claude, Gemini), Prompt Engineering, RAG Pipelines, Model Evaluation & Quality Metrics, Predictive Analytics, Classification/Scoring Systems, Intelligent Automation

Data & Cloud: Python, SQL (Advanced), Data Modeling, ETL, Data Pipelines, Data Validation, API Integrations, AWS (Certified), Azure, Cloud-based AI Services, Serverless Functions, CI/CD (Jenkins)

Product & Delivery: Product Roadmapping, Strategic Prioritization, User Research & Discovery, KPI Definition, Experimentation, Agile Scrum/SAFe, Backlog Management, User Story Writing

Design & Platforms: Power BI, Excel (Advanced), SQL Server, Oracle, JIRA, Confluence, Figma, Miro, Lucidchart, Smartsheet, Salesforce, Postman, Power Automate, GitHub

EDUCATION & CERTIFICATIONS

University of Virginia, Charlottesville, VA

Bachelor of Science, Psychology (Honors) | GPA: 3.6

Professional Certifications: • **IBM Certified AI Product Manager** • **AWS Certified Cloud Practitioner** • **SAFe Agile Certified Practitioner** • **TDWI Certified Business Intelligence Professional** • **Certified CMMI Associate**

Ongoing Professional Development: Coursework in AI/ML, Cloud Architecture, Agile Product Management, Data Analytics, and UX Design