Ben Stephan

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Key Attributes:

- Exceptional skills in human-centered design and creating user workflows, wireframes, and prototypes that effectively communicate intuitive design solutions
- Demonstrated ability to collaborate with product managers, developers, and stakeholders to ensure alignment on project goals and user needs throughout the product design lifecycle
- Excellent oral and written communication skills developed giving Army intelligence briefings and honed by years of experience creating business presentations
- Outstanding ability to plan, multi-task, and meet deadlines while achieving well-defined goals

Relevant Experience:

Lumen Technologies – Senior User Experience Designer   **Jan 2019 – Apr 2024**

- Led the end-to-end UX design process for a new SASE experience, from initial research and concept development to final implementation. After launch, the product won the 2023 CyberSecurity Breakthrough Award.
- Worked closely with a team to create the first entirely user-led e-commerce workflow for the DDoS product, increasing sales by 15% through online purchases and leads from the workflow that were funneled to sales staff.
- Developed detailed designs using UXPin & Balsamiq in order to communicate visual concepts and design ideas to get agreement from cross-channel stakeholders.
- Conducted design research and usability tests that resulted in actionable insights which increased system usability scores from below average (47%) to above average (71%) and increased overall task completion by 15%.
- Led design workshops analyzing customer needs for existing product workflows that identified constructive opportunities for product enhancements.
- Organized and hosted monthly team events for a virtual team to boost team cohesion and morale.

Lumen Technologies – Product Analyst   **Nov 2015 – Jan 2019**

- Orchestrated product analysis sessions with more than 15 teams to identify metrics relevant to their team, then created and managed dashboards to visualize that data for product owners.
- Coordinated monthly meetings focusing on data visualization which allowed product owners for more than 15 teams prioritize further development using hard data in place of guesswork.
- Created metrics-based business justification presentations for new product ideas or initiatives to improve current products.
- Directed usability research to ensure users could intuitively understand the software our teams developed.
- Conducted competitive analysis of Lumen's service level agreement which resulted in updating the agreement to be more competitive in the field.

Bayer – Customer Advocate   **Jul 2013 – Nov 2015**
- Managed a project that created an innovative plant tracking application in greenhouses and then created a training program to launch the software to users across 8 sites in both the U.S. and India. This application increased worker effectiveness and saved the company over 50 hours per week.
- Created and maintained training programs and documentation for custom-built computer applications to help scientists manage greenhouses, microbial seed treatment development, and patent approval workflows.
- Employed root cause analysis skills to uncover the base causes for problems within workflows rather than creating applications to address only symptoms of those problems.
- Identified and analyzed business requirements for new features for workflows listed above to improve efficiency.
- Acted as a liaison between system users and the SCRUM team by conducting user acceptance testing and training sessions for multiple applications and business objects reports.

U.S. Army – Intelligence Analyst   **Aug 2000 – Dec 2004**
- Created an organizational workflow to track security clearance expiration dates and conduct re-investigations in a timely manner, ensuring that no clearances expired for a battalion of over 600 soldiers.
- Identified and extracted essential information from intelligence products and investigations and synthesized the information into reports to be disseminated across the brigade.
- Developed specific expertise, discerned patterns of complex behavior, and provided an accurate understanding of present and future threats to commanders, enabling them to make informed decisions for unit activities.
- Navigated a variety of records, reports, miscellaneous communications, case files, and other sources to support analysis into potential threats in our area of operations.
- Briefed commanders of the battalion twice weekly about potential threats, persons of interest, and significant events in our area of interest.

Education:
Missouri University of Science and Technology   **May 2009**
    B.S. Biological Sciences
Honors and Awards:

Army Achievement Medal (x2)	Army Service Ribbon	Army Commendation Medal
Overseas Service Ribbon	National Defense Service Medal	