BEN GETSON

1935 SE 46th Ave.   ben.getson@gmail.com
Portland, OR 97215   (972) 342–0782

HEAD OF PRODUCT

I grow teams to champion their users and to reliably produce products that delight. I'm a four-time founding product manager who's grown products from small teams to big businesses. My expertise is designing platforms and tech-for-technologists. I'm drawn to mission-driven organizations, and my next focus is to develop solutions to ensure a cleaner, safer, and healthier future for us all.

EXPERIENCE

Climate Startup Advisor   *2023 – Present*
- Technical advisor designing an API and platform to centralize the tens of thousands of energy incentives offered nationally to kickstart renewable energy installation; Advising on product strategy to deliver a decarbonization platform for SMBs; Mentor for Cleantech Open, a national accelerator for early-stage clean technology startups

Check   Portland, OR
Vice President, Product   *2021 – 2022*
- Developed programmable platform to ensure American population is paid accurately, on-time, always; Scaled product to enable customer-centric businesses to challenge legacy, incumbent payroll providers
- Championed rapid customer discovery, delightful user experiences, and ruthless prioritization to transform how we designed roadmap; Reorganized R&D to orient around our customers and inclusively build regulatory compliance into the design process; Our closest clients regularly praised the R&D organization and adopted our roadmap strategies

Twilio   San Francisco, CA
Director, Product   *2021 – 2021*
Senior Manager, Product & Engineering   *2018 – 2021*
Principal Product Manager   *2018 – 2018*
- Scaled teams, operations, and customer experiences from zero-to-one and through hypergrowth as we built Twilio Flex, the industry's first programmable contact center platform
- Set vision for Flex's development platform, the key differentiator and highest NPS facet of the product; Built the right tools at the right time to capture the demand for rapidly deployed, fully remote contact centers during the COVID-19 pandemic
- Maintained highest team engagement scores across the business; Led a globally distributed organization; Recruited and hired 16 direct reports; Interviewed to fill over 60 positions across engineering, product, operations, and design

U.S. Department of Commerce   Washington, DC
Director, Product & Technology   *2016 – 2017*
- Defined product strategy for the Commerce Data Service, an agency leveraging data science and modern technology expertise to accelerate the Commerce Department's mission promoting economic growth
- Delivered initiatives more rapidly, at a higher quality, and at a lower taxpayer-funded cost compared to traditional government procurement; Combatted outdated and incorrect online demographic data; Advised American businesses on how to profitably expand their sales to international markets

White House & U.S. Treasury   Washington, DC
Acting Director, Treasury Digital Service   *2015 – 2015*
Entrepreneur in Residence   *2014 – 2016*
- Executed President Obama's technology modernization strategy as a Presidential Innovation Fellow; Recruited for "DARPA meets the Peace Corps meets SEAL Team Six" (*Fast Company*)
- Launched high-availability services to millions; Navigated highly regulated environments to build coalitions for radical process and cultural changes
    - Founded a digital SWAT team to deliver Presidential priority initiatives for Department of Treasury
    - Engineered IRS recovery from a high-profile hack compromising millions of taxpayers; Relaunched core authentication & authorization framework and setup backbone for future API services
    - Piloted the IRS's first API service, providing "Where's My Refund?" details to tax practitioners; Proactively deflected highest frequency requests and delivered better customer experience for 100 million annual support calls
    - Unlocked and published 20 million pages of nonprofit filings as digital, machine-readable data; Transformed the data transparency of the $2.2 trillion nonprofit sector, enabling the accountability of nonprofit management and the launch of new businesses built to leverage this data

LivingSocial   Washington, DC
Lead Product Manager, New Business   *2014 – 2014*
Manager, Product Management   *2013 – 2014*
Product Manager   *2011 – 2013*
- Led product design for millions of users and thousands of local businesses; Transformed internal business lines and operations to withstand ever-changing scale of a global startup valued at $4.5B
- Piloted startup-within-a-startup, launching takeout and delivery platform for local restaurants

Capitalogix Trading   Dallas, TX
Lead Product Manager   *2009 – 2011*
Lead Software Developer   *2004 – 2011*
- Early software developer and only product manager for Capitalogix, a firm that leverages artificial intelligence to transform traditional investing; Led platform design from first trades to the launch of first managed client portfolio

AWARDS & ACHIEVEMENTS
- My projects have been promoted by TechCrunch, the Aspen Institute, Fast Company, the Washington Post, CNBC, and by President Obama on the Daily Show with Jon Stewart.
- The teams I've worked with have regularly been celebrated and awarded by for innovation and dedication to their customers. I've received four personal commendation letters from chief executives I've supported.
- Despite not holding a developer role for over 10 years, I've contributed production code at every organization where I've worked. ProPublica credits me on the Nonprofit Explorer for open-source software that visualizes financial filings.
- My favorite roles are as a mentor and advisor. I've worked with the startup communities in Portland, DC, and North Carolina, and I've taught students as a Guest Lecturer at Duke and Harvard Universities. I've been privileged to serve on multiple boards, directly advising university presidents, corporate executives, and U.S. Cabinet Secretaries.

EDUCATION
Duke University   Durham, NC
Bachelor of Arts | Computer Science | Information Science