CONNIE BENEDICT

SENIOR PRODUCT OWNER
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EXECUTIVE SUMMARY

- Senior Product Owner with 17+ years leading transformational initiatives, thriving in an executive-facing environment, and bringing clarity and structure to ambiguous challenges.
- Led complex, cross-functional technical programs that drove strategic outcomes across the engineering organization at Pfizer and America's Credit Unions.
- Partnered with engineering, product, design, and platform teams to influence priorities, drive decision-making, and accelerate execution.
- Experience with Atlassian tools (Jira, Confluence) offering superior problem-solving abilities, coupled with strong decision-making and risk management skills.
- Authored 3,000+ Jira user stories, success criteria, workflows, and requirements supporting complex enterprise initiatives.

PROFESSIONAL EXPERIENCE

Senior Product Owner & UX Architect

America's Credit Unions | 2021–2026

National trade association representing more than 145 million credit union members with 95% of industry assets.

- Defined and managed program roadmaps, including schedules, milestones, dependencies, and critical paths.
- Identified and mitigated risks and blockers, ensuring smooth execution across teams and functions.
- Managed executive-level communications and expectations, ensuring transparency on progress, challenges, and impact.
- Continuously improved engineering program management practices, helping the organization scale efficiently.

Product Owner & UX Strategist

Independent Consulting | 2016–Present

Independent product and UX consulting practice helping organizations transform complex business problems into scalable digital solutions.

- Lead product discovery, business requirements gathering, and workflow definition for enterprise and customer-facing digital products.
- Facilitate stakeholder workshops that aligned business goals, user needs, scope, and delivery priorities.
- Design end-to-end workflows that improved usability, reduced operational friction, and clarified ownership.
- Synthesize customer interviews, stakeholder feedback, and business requirements into product roadmaps, backlog priorities, and delivery plans.

UX Product Manager & Systems Strategist

Pfizer & Williams Lea | 2011–2020

Fortune 500 global pharmaceutical company advancing medicines, vaccines, and clinical research worldwide.

- Led digital product delivery across 30+ global clinical trial platforms, guiding initiatives from requirements through implementation and release.
- Defined functional requirements, user stories, acceptance criteria, and system behaviors across multilingual digital ecosystems.
- Partnered with Product, Engineering, QA, SEO/SEM, and business leaders to align user, technical, and regulatory needs.
- Improved release quality through workflow validation, user-centered testing, and cross-functional delivery coordination.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Electrical Engineering | Kettering University
Graduate Studies in Psychology | Saybrook University
Business Analyst Fundamentals | cPrime
UX/UI Design Certificate | Springboard

CORE SKILLS

Technical Program Leadership: Complex Technical Programs • Strategic Initiatives • Cross-Functional Leadership • Program Roadmaps • Executive Visibility • Transformational Change

Program Management: Governance • Operational Frameworks • Schedules & Milestones • Dependencies & Critical Paths • Risk Mitigation • Structured Delivery

Organizational Effectiveness: Cross-Organizational Coordination • Strategic Decision-Making • Data-Driven Reporting • Operational Excellence • Organizational Scaling

Tools & Technology: Jira • Confluence • Atlassian Suite • Agile (Scrum/Kanban) • AI-Assisted Workflows • Claude Code Prototyping • Analytics & Reporting