

**BENJAMIN D. MITCHELL**  
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**EXPERIENCE**

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- 2006-Present **Vast.com, Inc.**, Director of Product Management San Francisco, CA  
*Vast aggregates monetized listings and powers search experiences for partners.*
- Determined requirements and drove process for integration with Orbitz' Away.com
  - Defined and managed our widget program
  - Established usability testing program and developed product recommendations
  - Drove numerous mockup/prototype processes for pre-sales
  - Managed prioritization and tracked status of development projects
- 2003-2006 **PayPal, an eBay Company** San Jose, CA  
*PayPal processes annually billions of dollars in P2P and B2C payments.*
- 03/2005 – 05/2006 Group / Principal Product Manager – Fraud Prevention
- As a Group Product Manager:
    - Hired three Product Managers into team.
    - Managed and mentored team of Product Managers in fraud area.
    - Planned and managed product roadmaps
  - As a Principal Product Manager:
    - Devised Product strategy for managing Risk Management requirements of PayPal's entry into the Merchant Services space.
    - Coordinated efforts of six Product Managers, three Business Units and two Engineering teams to fulfill this strategy
- 03/2004 – 03/2005 Senior Product Manager – Fraud Prevention
- Managed a team of three Product Managers in addition to carrying an individual contributor load.
  - Conceived, evangelized, and managed an ongoing project to completely revise our modeling environment reducing time-to-score for an event from an average of 36 hours, to a projected time of less than a second.
  - Evaluated risk concerns for new products and markets. Coordinated mitigation efforts.
  - Regularly presented to, and worked with senior executives on fraud issues.
- 08/2003 – 03/2004 Product Manager – Fraud Prevention
- Solely responsible for our FastTrack fraud response program:
    - Evaluated and prioritized fraud models proposed by our Risk Analytics team
    - Coordinated and project-managed engineering's implementation of models
    - Identified the need for, and created a mechanism allowing Risk Analysts to queue accounts for agent investigation without assistance from Engineering, dramatically reducing load on our engineering team.
    - Made several process changes improving the efficiency of the FastTrack program
  - Devised and evangelized a new back-end permissions product architecture to simplify interactions between product groups.
- Summer 2002 **F.W. Spencer & Sons, Inc.**, Asst. Project Manager Brisbane, CA  
*F.W. Spencer is a large (\$60m) privately held plumbing and mechanical contracting firm.*
- Analyzed daily construction and payroll logs to develop models and reports crucial to ongoing \$1.5m delay claim for a \$12m project
  - Managed the above project day-to-day as sole non-labor F.W. Spencer employee on site
  - Computerized on site record keeping of Requests For Information. Tracked RFIs daily
  - Assembled, tracked and helped to negotiate change orders.
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## EXPERIENCE (CONTD)

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- 1999-2001      **Semio Corporation**, Software Engineer      San Mateo, CA  
*Semio develops knowledge management software for analyzing unstructured text.*
- Developed software products as a principal developer on integration team
  - Served as primary technical point of contact for first adopter of a major Semio product
  - Installed and debugged new software releases at customer sites
  - Trained Professional Services staff in use of our software
  - Supported Sales staff as a technical resource attending sales calls
  - Aided with a product redesign that yielded a 200-300% performance improvement
- 1999      **BizKnowledge, Inc.**, Cofounder      Redwood City, CA  
*BizKnowledge planned to act as an online aggregator and retailer of market research.*
- Cofounded company and helped to develop technology portion of Internet business plan that attracted venture funding (which we declined)
  - Investigated technologies, interviewed potential employees, set up internal network
- 1996-1998      **DataTools, Inc. / BMC Software**, Software Engineer      Palo Alto, CA  
*DataTools, acquired by BMC, developed third party database backup and recovery utilities.*
- Core developer on 18-month project to completely re-engineer SQL-BackTrack for Oracle
  - Designed improvements to task management and backup catalog management code that improved performance by 50% for large installations
  - Invented and implemented extensions to SQL-BackTrack that enabled it to function with Oracle Parallel Server
  - Worked on site with crucial customer during initial release of our Parallel Server product
  - Heavily relied upon by sales staff as a technical resource during the sales process
- 1995      **DataTools, Inc.**, Engineering Intern      Palo Alto, CA
- Distilled clear and practical short term deliverables from a vague directive to “improve our software licensing process”
  - Consulted with all divisions to identify problems with the existing licensing system
  - Implemented a secure, automated online license key generation
  - Developed first generation company web site and custom site monitoring package

## EDUCATION

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- 2001-2003      **Stanford Graduate School of Business**      Stanford, CA  
*Master of Business Administration*
- 1992-1996      **Dartmouth College**      Hanover, NH  
*BA Computer Science*

## MISCELLANEOUS

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Guinness World Record Holder • Competent Welder and Mechanic  
Accomplished Fly Fisherman • Aspiring Banjo Player