

BEN VANOUSE, PMP

PRODUCT MANAGEMENT × BUSINESS SYSTEMS × AI ENABLEMENT

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PROFILE

PMP-certified product management and cross-functional business leader with direct accessories portfolio ownership, from development through commercialization and lifecycle decisions. Turns ambiguous work into launched products and usable systems. Current temporary Information Systems work connects that foundation to process improvement, practical AI adoption, testing, and helping people use technology effectively.

SELECTED STRENGTHS

Product strategy & commercialization • Business systems & automation • Requirements, acceptance criteria & testing • Cross-functional leadership • Customer and frontline discovery • AI adoption & decision support

PROFESSIONAL EXPERIENCE

Information Systems Project Lead | Temporary Assignment | DiamondBack Covers

Philipsburg, PA • Jul 2026–Present

- Lead current-state discovery across purchasing and finance workflows; convert frontline needs into process maps, functional requirements, acceptance criteria, test scenarios, exception handling, and implementation documentation.
- Trace data flows across Acumatica, Salesforce, Shopify, Workato, Google Workspace, and adjacent business tools; identify friction, controls, root causes, and automation opportunities with Accounting, Purchasing, Operations, and IT.
- Design adoption-ready improvements around measurable efficiency goals, balancing system constraints, data quality, user needs, exceptions, and change-management requirements.

Product Operations Manager (Product Portfolio & Commercialization) | DiamondBack Covers

Philipsburg, PA • DiamondBack employment: Sep 2021–Present

- Served as the primary product manager for the accessories portfolio, owning product strategy, development, sourcing, forecasting, commercialization, launch, performance, and lifecycle decisions.
- Products introduced under my ownership generated \$6M+ in cumulative revenue through 2025; led end-to-end commercialization across seven internal functions and external suppliers.
- Built and managed a strategic partner business generating \$1M+ annually, owning commercial agreements, product strategy, forecasting, inventory, positioning, training, and lifecycle decisions.
- Built a connected inventory planning system that reduced inventory-management effort by ~75% and helped lower year-end inventory by ~\$400K while improving forward-looking purchasing decisions.
- Redesigned the installation-guide development and release process, contributing to ~40% fewer installation-related support cases and an estimated 15% reduction in daily support call volume.

Associate Product Manager | New Pig

Tipton, PA • Mar 2018–Sep 2021

- Managed a broad industrial safety and facility-maintenance portfolio and led commercialization across hundreds of products, coordinating internal teams and international suppliers from concept through launch.
- Helped grow online-marketplace sales from under \$1M to over \$5M in three years while reducing inventory space 60% and commercialization time 75%; served as Product Development lead stakeholder for a PIM upgrade.
- Led a supplier transition for a key Leak Diverter line, increasing gross margin from ~45% to 75% while preserving or improving product functionality.

EARLIER PRODUCT, DIGITAL & TECHNICAL EXPERIENCE

Marketing Operations Product Manager | MilliporeSigma

Bellefonte, PA • Apr 2016–Mar 2018

- Owned cradle-to-grave product operations for global chromatography, adsorbents, and vials portfolios generating >\$20M annually, spanning master data, quality, costing, supplier performance, labeling, ecommerce, launches, customer escalations, and lifecycle decisions.
- Reduced manufacturing costs ~10% through vendor consolidation, SKU rationalization, packaging changes, product deletions, and portfolio optimization.

Technical Marketing Specialist | Sigma-Aldrich

Bellefonte, PA • Apr 2015–Apr 2016

- Co-managed custom-product development and quoting for a global chromatography business, translating customer needs into feasible configurations, pricing, and execution plans across Product Management, R&D, Creative, IT, and product lines.
- Helped design and beta-test a web configurator that made complex custom-product options easier for customers and internal teams to scope and communicate.

HPLC Production Technician | Sigma-Aldrich

Bellefonte, PA • Dec 2012–Apr 2015

- Manufactured and documented technical HPLC and custom chromatography products under SOP, quality, and safety controls; supported R&D-to-production transfer for new and evolving products.

Warehouse Operations Technician | Sigma-Aldrich

Bellefonte, PA • Jul 2011–Dec 2012

- Managed shipping, receiving, inventory verification, cycle counts, picking/packing, and SAP/AS400 transactions; initiated a mobile-rack staging improvement that eliminated two transfer touchpoints and saved more than 2.5 labor hours daily.

SYSTEMS & TOOLS

ERP / BUSINESS SYSTEMS Acumatica • SAP ERP • Salesforce

ECOMMERCE / DIGITAL Shopify • Bazaarvoice • PIM platforms • Web configurator beta testing

AUTOMATION / WORKFLOW Workato • Google Apps Script • Google Workspace • Trello • LeanKit

GENAI / AI TOOLS ChatGPT • Claude • Gemini • Google AI Studio • NotebookLM

CREDENTIALS

PMP | Project Management Institute

Generative AI in Product Management | Project Management Institute

Workato Foundations | Levels 1 & 2

EDUCATION

B.S., Business Administration – Marketing | Liberty University

A.A., Communications | University of Phoenix

PATENT

Co-inventor | U.S. Design Patent D954,898, Oil Absorbent Skimmer