Ben Goodwin

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Summary

Results-driven Operations Leader with expertise in data analysis, process automation, and cross-functional collaboration. Proven ability to deliver data-driven insights, optimize workflows, and develop tools that support strategic decision-making. Actively building AI-powered applications and automation tools, with hands-on experience integrating LLMs into full-stack products. Skilled in managing complex projects, aligning business needs with scalable technology solutions, and driving operational efficiency through structured planning and continuous improvement.

Experience

Operations Manager, Morf Health   Dec 2024 – Jul 2025
- Led onboarding strategy and execution for a workflow automation platform serving SMB clinics, driving faster time-to-value and adoption.
- Partnered with internal stakeholders and customers to define technical requirements and guide engineering execution.
- Managed key client onboarding projects and integrations (e.g., PracticeQ → ActiveCampaign, BigQuery), overseeing data QA, training, and automation deployment.
- Improved internal tools, standardized processes, and enhanced customer success operations at scale.

Program Manager, Apple   Aug 2022 – Nov 2024
- Directed cross-functional initiatives to develop and implement eight dashboard tools providing data-driven insights for Apple Retail.
- Collaborated with Product Management, Engineering, and senior leadership to align business objectives with technology solutions supporting capital planning and investment strategy.
- Automated real-time reporting, reducing manual workload by over 50% and improving data accessibility for executive decision-making.

Customer Success Strategy & Operations, athenahealth   Oct 2021 – Aug 2022
- Managed delivery of compensation and payroll tools for the Customer Success team, improving data accuracy and user experience.
- Streamlined operational processes and enhanced forecasting accuracy, delivering actionable insights to leadership.
- Conducted ad hoc SQL-based data analysis to clarify compensation models and identify operational improvements.

Customer Success Manager, athenahealth   Feb 2021 – Oct 2021
- Provided data-driven recommendations to help clients achieve financial and clinical goals and maximize platform use.
- Optimized reporting systems and aligned them with business objectives as Salesforce SME for Customer Success tools.

Electronics Technician, United States Navy   Oct 2011 – Oct 2017
- Led teams of 15+ technicians in maintaining and ensuring compliance of shipboard electronics systems.
- Oversaw critical operations as Combat Systems Officer of the Watch.

Projects

Pane | *Swift, SwiftUI, Claude Code*
- Built an AI-powered design mockup tool for macOS that generates live UI previews from natural language descriptions and supports iterative refinement through conversation.

Woodhouse | *Node.js, TypeScript, Claude API*
- Developed a personal AI assistant running on a home Mac server that manages email, calendar, trip planning, messaging, and arbitrary tasks via Telegram integration.

SnapStudy | *Swift, SwiftUI, Claude API*
- Developed a native iOS knowledge trainer that uses LLMs to generate structured lesson plans with spaced repetition, gamification, and an RPG progression system to drive engagement.

Wine Cellar | *Next.js, TypeScript, PostgreSQL, Render, LLM APIs*

- Built a personal wine cellar management app with AI-powered enrichment data for stored bottles, including tasting notes, pairing suggestions, and automated inventory updates via email extraction.

Education & Certification

B.S., Environmental Economics & Policy — University of California, Berkeley

Google Professional Certificate in Data Analytics

Skills

Project Management | Program Management | Strategic Planning | Product Management | SQL | Python | Swift | TypeScript | LLM Integration | AI/ML Tools | Data Analysis | Process Improvement | Cross-Functional Collaboration | Executive Presentation | Process Design | Data Reporting | Tableau | Salesforce | Technical Documentation | Excel | Microsoft Office