

Ben Mekpongsatorn

ben@benmek.com | +66 091-164-0377 | www.linkedin.com/in/benmek | Bangkok, Thailand



PROFESSIONAL SUMMARY

Senior product leader with 15+ years shipping consumer and B2B digital products across gov-tech, digital media, insurance, and SaaS. Combines a development background with strong delivery discipline, having shipped end-to-end functionality across multi-region platforms while managing global teams of up to 45. Dual US-Thai citizen native in English and fluent in Thai, comfortable bridging Western delivery rigor with Thai workplace culture in client-facing consulting environments.

EXPERIENCE

Head of Product

Bangkok Silicon Solutions

Nov 2024 - May 2026 | Bangkok, Thailand

- Joined as one of the first hires; built the product management function from 0-to-1: org design, hiring, methodology selection, planning rituals, and the discovery-to-delivery workflow now used company-wide.
- Built and led a 19-person cross-functional product organization (PMs, BAs, UX/UI Designers, Technical Translators); set hiring criteria, coaching standards, performance frameworks, and career paths.
- Stay hands-on in the craft: oversee user journeys, information architecture, screen-level specs, PRDs, and policy and edge-case documentation alongside design and engineering, then drive launch readiness through QA, risk, and compliance review.
- Champion an AI-native product workflow (Lovable, Figma Make, ChatGPT, Claude Code); set team-wide prompt-engineering standards, output guardrails, and pre-launch AI safety reviews. Personally run prompt-injection testing and structured LLM evaluations to inform model selection.
- Oversaw delivery of an internal ERPNext implementation (CRM, project management, HR) and a client-side SAP TM Freight Order rollout for Indorama.

Director of Engineering

Wild Sky Media

Dec 2020 - Nov 2024 | Bangkok, Thailand

- Aligned architectural decisions and delivery priorities with US-based business stakeholders across time zones; managed vendor relationships and third-party integrations with SLA enforcement.
- Led migration of the digital media portfolio from a React SPA to Next.js with server-side rendering, significantly improving SEO crawlability and organic search rankings.
- Introduced forecasting and delivery models that significantly improved sprint predictability and reduced scope creep; managed vendor relationships and third-party integrations with SLA enforcement.

Senior Project Manager

Allianz Technology

Jan 2020 - Dec 2020 | Bangkok, Thailand

- Led a 40-person global team to deliver a multi-platform roadside assistance product used by service providers and dispatchers across Europe, Asia, Australia, and the Americas.
- Managed budget, capacity, and risk across multiple concurrent workstreams; reported delivery status, risks, and escalations to global business and technical executives weekly, monthly, and quarterly.
- Drove feature delivery for GDPR (EU) and Australian Privacy Act compliance; coordinated incident response and production issue resolution across distributed teams.

Director of Engineering / Senior Technical Product Manager / Technical Product Manager

Whalerock Industries

Jun 2015 - Jun 2019 | Los Angeles, USA

- Owned the product roadmap for a high-scale consumer subscription platform; architected microservices for subscriptions, authentication, notifications, and event pipelines on AWS serverless (Lambda, API Gateway, DynamoDB, Cognito, SNS, SQS, Kinesis, CloudFront).
- Authored technical design specs, API contracts, and ERDs - the artifacts engineers actually use to build.
- Drove data-driven platform improvements using Google Analytics and A/B testing, directly improving subscription conversion rates through iterative experimentation.
- Led build-vs-buy analyses with quantitative evaluation frameworks; presented investment recommendations to CTO-level stakeholders.
- Redesigned QA processes and testing documentation to improve release quality and reduce production defect rates.

Product Manager

Runtriz

Nov 2013 - Jun 2015 | Los Angeles, USA

- Owned product delivery for a global B2B SaaS App platform serving Radisson, Fairmont, Rosewood, and IHG; ran the full backlog and sprint cadence.
- Applied lean experimentation to drive UX improvements and platform adoption growth month-over-month based on usage data and client feedback.

Earlier Experience

- General Manager, Noodle Star, Los Angeles, USA - Apr 2011 to Nov 2013.
- Technical Project Manager, Creative Asylum, Los Angeles, USA - Apr 2009 to Jan 2011.

SKILLS

Product Discovery: User journeys, information architecture, PRDs, user stories, screen-level specs, jobs-to-be-done, lean experimentation, A/B testing, build-vs-buy analysis, conversion funnel analysis, OKRs.

Project & Delivery Management: Certified Scrum Master, technical project management, large-scale program delivery, work package definition, end-to-end project lifecycle, sprint planning, backlog management, release governance, risk and capacity management, vendor and SLA management, business proposals and presentation decks

Leadership & Stakeholder Management: Cross-functional team leadership (up to 45), mentorship and career advisor practices, CTO and executive stakeholder communication, cross-timezone global delivery, client networking, business development support

Cloud & AI: AWS (Lambda, API Gateway, DynamoDB, Cognito, SNS, SQS, Kinesis, CloudFront, CI/CD); AI-native product workflows (Figma Make, Claude Code); LLM evaluation, guardrails, and prompt engineering standards

Software Development & Architecture: Python, SQL, JavaScript, Node.js, React, Next.js, Django, Java; microservices design, technical design specs, API contracts, ERDs; headless CMS architecture

Cross-Functional: Working hands-on with design, engineering, QA, marketing, customer service, risk, and compliance.

Languages: English (Native), Thai (Fluent).

CERTIFICATIONS & EDUCATION

- AWS Certified AI Practitioner (AIP), Amazon Web Services, Jul 2026
- AWS Certified Solutions Architect – Associate (SAA), Amazon Web Services, Mar 2018
- Certified Scrum Master (CSM), Scrum Alliance, May 2014
- Bachelor of Science, Information Systems - California State University, Northridge (CSUN), May 2010