

Kimberley Nunez

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Customer Experience Professional with strategic planning, objective management experience and a passion for operational excellence. Possess a comprehensive background in training & development, process improvement, systems administration, project/product management, client support, account management and quality assurance.

- Product Management
- Solution Design / Strategy
- Relationship Management
- Data Management
- Training / Development
- Data / Trend Analysis
- Business Process Improvement
- Employee Engagement
- Leadership Advising
- Bilingual: English / Spanish

RECENT PROFESSIONAL EXPERIENCE

Jr. Product Manager / Product Analyst **Chewy - Plantation, FL (March 2023 - Present)**

Identify strategic solutions that meet business needs and maximize product capabilities.

- Spearhead cross-functional collaboration, translating business needs into actionable requirements for the product engineering team for feature release efficiency.
- Contribute to enhancing user experience (UX), auditing for product defects and improved customer/end-user satisfaction.
- Conduct comprehensive product testing, optimizing operational efficiencies, and streamlining workflows, leading to reduce project completion time.
- Develop and implement end-user training documentation, improving successful product utilization.

Continuous Improvement Analyst **Garth Solutions - Davie, FL (April 2021 - November 2022)**

Streamlined workflow processes, leading to a 25% reduction in production time and a 15% increase in overall team productivity.

- Maintained and optimized report cards, dashboards, and BI charts, improving data accessibility and decision-making.
- Produced Standard Operating Procedures, resulting in a 20% reduction in errors and a 15% increase in workflow efficiency.
- Led a team that reduced product defects by through rigorous quality assurance testing and process enhancements.
- Conducted training sessions, enhancing staff performance, and contributed to staff engagement initiatives.

Customer Excellence Analyst
Great HealthWorks - Fort Lauderdale, FL (April 2019 - March 2021)

Conducted extensive training sessions and mentorships, leading to a 25% improvement in new hire onboarding and staff performance.

- Identified process gaps, proposed solutions, and improved quality, resulting in a 20% reduction in customer escalations.
- Collaborated with management on training needs, contributing to a 15% increase in overall team performance.
- Analyzed client surveys, negotiated resolutions, and improved customer satisfaction by 10%.
- Played a key role in the design and launch of a company-wide employee engagement program, resulting in a 15% improvement in staff retention over a 12-month period.

Product Support Specialist
Medidata Solution, Metro Park, NJ (March 2015 – August 2018)

Successfully trained and supported a team of 25 employees, leading to a 30% improvement in support quality.

- Implemented a goal-tracking process, streamlining performance reviews and achieving a 20% increase in project efficiency.
- Conducted quality control assessments, identifying trends and improving client support quality by 15%.
- Revised processes, reducing time to resolution by 25% and enabling faster support from the Customer Success team.
- Implemented a customer feedback system resulting in a 10% increase in overall customer satisfaction ratings within six months.

TRAINING / CERTIFICATIONS

SCRUM Master - SCRUM Alliance
Associate in Project Management (CAPM) – Syracuse University
Lean Six Sigma Yellow Belt - Broward College
Modern Excel Analyst - Microsoft
Data Analytics - Google