Laura Bombino

Atlanta, GA | (786) 757 2715 laurabombino94@gmail.com

Professional experience:

Carrier Corporation

DLS and VRF Product Owner (Digital Lead)   **08/2022– Present**

- Collected product requirements from 100+ sales team members and end-users
- Spearheaded the creation of 20+ new features for homeowner app, leading to 10 features implemented in the latest app release
- Presented 30+ product requirements and documents to staff and executives, contributing to a 19% growth in team output
- Communicated with development/engineering teams and 50+ personnel to oversee product building
- Collaborated with 40+ stakeholders during development of products, resulting in 34% rise in investments
- Facilitated testing of 30+ features and products, including user acceptance testing, alpha and beta programs
- Delivered exceptional value at the head of high-impact product initiatives, steering data-driven product innovation and iteration

Analytics and Automation, Cybersecurity and Infrastructure - Product Owner   **10/2020– 07/2022**

- Acted as the liaison between product, IT, quality and operations teams to understand customer demand for new features and prioritize the product roadmap
- Owned the product roadmap and met 98% of all feature deadlines by identifying and mitigating any engineering/quality roadblocks
- Developed more that 30 different user stories for ERP automation, leading to an improvement on the monitoring and reporting of supplier on-time delivery performance across all Carrier's factories of 35%
- Fostered open communication between executive stakeholders, engineering, and quality, resulting in a speed improvement of the feature development life-cycle by 20% year over year
- Led a team of 2 full-time employee and 6 contractors
- Owned the planning and scheduling of two-week sprints and clearly articulated the product vision to engineering resulting in hitting 99% of the product goals defined at the beginning of the project
- Coached team in optimal time utilization through concepts of scrum and agile management methodologies

---

Skills

- Advanced Certified Scrum Master (ACSM)
- Certified Scrum Master (CSM)
- Certified Product Owner (CPO)
- AWS Certified Cloud Practitioner
- Data Analytics
- Jira, Confluence
- Mentoring, coaching, and team building

- Strong analytical, critical thinking and problem-solving skills.
- Demonstrated program/project management skills and agile software development methodologies.
- Excellent written and verbal communication skills (English and Spanish)
- Highly organized with strong attention to detail

Education:

- Florida International University   Miami, FL
  BS Electrical Engineering, *3.81 GPA*   **08/2020**

Other activities:

- Functional Lead of Digital Technology Leadership Program (Early Career Program)
- Leader of Analytics and Automation Community of Practice and Woman Empowerment ERG