

Laura Bombino

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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

Carrier Corporation – Digital Technology Leadership Program (DTLP) Associate

10/2020–08/2022

Endpoint Management, Infrastructure Services (Remote)

- Supported Carrier's global service strategy for endpoint devices (MacBooks, Windows 10 PCs, iOS devices).
- Participated in leading the introduction of Windows Autopilot, a modern management solution that will simplify the lifecycle management and operations for windows PCs, helping Carrier to increase employee productivity and collaboration.
- Prepared data migration, created and customized site pages for the new Endpoint Management SharePoint site.

Global Incident Management, Cybersecurity (Palm Beach Gardens)

- Built initial forensics capabilities for the Global Incident Management Program. Created infrastructure to hold and test new/existing forensics tools.
- Collaborated with the Cyber Metrics team to improved security alerting metrics capabilities by enhancing PowerBI Dashboards to be the source for all GIM's reporting metrics.

Analytics and Automation CoE (Atlanta)

- Led the development of the Supplier On-Time Delivery dashboard, this initiative aims to create a source of truth for global monitoring and reporting of supplier on-time delivery performance across all Carrier's factories.
- Communicated progress and roadblocks to stakeholders, including executive management, and made recommendations to remove roadblocks leading to on-time and on-budget delivery of the project.
- Applied principles of agile methodologies to keep project on track. Coached team in optimal time utilization through concepts of scrum and agile management methodologies.

Collins Aerospace – Technical Intern Avionics, Communication Department

05/2020 – 08/2020

Ethernet over Powerline. Researched the feasibility of application of commercial Powerline Communications technology for avionics systems. This solution offered potential savings of up to 5% weight wire per aircraft.

GE Appliances – Technology Co-Op (Zonline team)

08/2019 –

12/2019 Thermostat PCB design, proof of concept. Debugged and tested electronics. Designed margin evaluation, black box, and Accelerated Life Testing. Updated and maintained electrical schematics and documentation.

Education:

- Florida International University
BS Electrical Engineering, 3.81 GPA

Miami, FL
08/2020

Skills

- Advanced Certified Scrum Master (ACSM)
 - Certified Scrum Master (CSM)
 - Certified Product Owner (CPO)
 - AWS Certified Cloud Practitioner
 - Data Analytics
 - Incident Response
 - Endpoint Management
 - Scripting Languages (PowerShell, Java, others)
 - Digital Forensics
 - 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
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Other activities:

- Reading tutor at Building Better Readers, Literacy Coalition of Palm Beach County.
- Functional Lead of Digital Technology Leadership Program (Early Career Program)
- Leader of Analytics and Automation Community of Practice and Woman Empowerment ERG (Carrier)