**David Burnett**

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**Senior Product Manager / Agile Scrum Product Owner**

Analytical and collaborative leader with extensive experience in creating digital solutions and product strategy in eCommerce and SaaS software, while establishing and maintaining strong stakeholder and client relationships. Strong communication, presentation and critical thinking skills. Experience with providing P&L analysis and go-to-market strategy creation, including product pricing, competitor analysis, and marketing material development. Self-starter adept in defining project vision and roadmaps, managing backlog grooming and prioritization, gathering requirements, developing user stories, acceptance criteria and epics, driving quality assurance (QA) testing, beta and A/B testing and product feature delivery. Project leadership showcased within eCommerce and SaaS product development experience.

**Skills**

Product Development Lifecycle | Agile & Scrum Management| Global Cross-functional Team Collaboration | Product Improvement | Product Development and Launch Scheduling | Jira & Confluence | Presentation | Verbal and Written Communication Skills | Product Innovation | Stakeholder Relationship Building | Sales and Business Process Analytics

**Experience**

**Anuvu (Global Eagle)**, Miramar, FL **July 2016 – June 2024**

**Sr. Product Manager / Scrum Product Owner**

Led the product development of an eCommerce / SaaS platform used in mobility markets such as Cruise, Ferry, Energy and Government vendor markets enabling 150 vessels / sites and 3 million passengers annually to activate Wi-Fi internet access in LEO and Starlink satellite-based environments for multiple customer sites.

* Led Agile Software Development process utilizing agile collaboration tools such as Jira and Confluence and worked directly with end users/stakeholders to determine specific customer needs and provide optimal results.
* Collaborated directly with internal / external stakeholders to research and identify continual improvement and new product features to proactively drive product evolution and support customer relationship and retention.
* Performed multiple product optimizations including an overhaul of the user activation experience into a reduced friction MAC address-based flow ultimately driving a >25% incremental increase in revenue and usage levels.
* Worked closely with a full stack development team in the US and Middle East to triage incoming issues and feature requests along with product performance analysis to focus on continuous product improvement, scope and impact prioritization while optimizing teamwork by managing impediment identification and roadblock removal.
* Focused on new customized product development and industry trends to make data driven, innovative decisions to continually increase user penetration revenue including UI/UX product design, additional software branches for new customers and verticals, and system overhaul transitions.
* Worked with the Software Engineering and Technical Support teams to determine implementation, integration and execution schedules, and monitoring the status of development projects for feature release logistics.
* Created customer-oriented marketing material and documentation such as Product Description Documents, Value Propositions, Rate cards, Business Models Pitch Decks, and User Guides.
* Virtual and onsite presentation / demonstration of new and existing product functions to potential and current customers to showcase integrated functionality to help drive increased revenue and customer success.

**MTN Satellite Communications**, Miramar, FL **August 2007 - July 2016**

**Account Executive**

Direct customer liaison for proprietary software product along with operational management of the Internet Café Manager team, driving continued revenue expansion and guest service performance growth up by 35%.

* Supervised the recruitment, hiring and interview processes for shipboard Internet Café Manager team.
* Managed an 8-person customer service team handling provision, operation, inventory control of cruise ship voice communication products and procedures.
* Oversaw, created and facilitated corporate training process for Café Managers.
* Implemented new and existing cruise line customer internet cafe installations, products and specialized shipboard charter/group communication needs.

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**Additional Relevant Experience**

**Royal Caribbean International**, Miami, FL

**Training, Development and Quality Assurance Analyst**

* Created, developed and administered Royal Caribbean University training website.
* Designed and led global on-site user training of cruise line check-in system and procedures
* Managed international logistics planning of computer hardware deployments.
* Recruited, interviewed and hired airport and pier operations personnel.

**Royal Caribbean International**, Miami, FL

**Outport Operations Specialist**

* Managed staff budgeting, contractual bid analysis and selection of ground handling organizations as well as pre and post hotel facility designation.
* Established and administered logistical initiatives to optimize cruise line passenger port, terminal and transportation operations.
* Managed multiple port and terminal operations teams for cruise passenger arrival and departure processes, inclusive of operational, performance and quality assurance guidelines, resulting in a significant improvement in passenger rating feedback.

**Education**

**Bachelor of Business Administration (BBA)**

James Madison University, Harrisonburg, VA

**Professional Development**

**Product Owner CSPO Certification**

Scrum Alliance, Denver, CO