Kimberly Belmont

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# Professional Summary

Experienced Product Owner and Project Manager with over 15 years of success delivering enterprise-scale digital initiatives across technology, finance, and hospitality sectors. Certified PMP with deep expertise in Agile and SAFe methodologies, product roadmap ownership, backlog management, and cross-functional team leadership. Proven ability to drive operational efficiency, enhance customer experience, and manage multimillion-dollar programs from concept to delivery.

# Core Competencies

Product Ownership | Agile & SAFe Methodologies | Product Roadmap | Backlog Management | User Stories | Sprint Planning | Stakeholder Engagement | Strategic Documentation | UX Collaboration | Data-Driven Decision-Making | Jira | Confluence | Miro | Cloud Platforms | Salesforce | Voice of the Customer | Excellent Communication | PMP Certified | Miro | Power BI | Product specification Writing | Miro

# Professional Experience

## KB Smart Hospitality | Consultant, Product/Project Manager

12/2022 – Present

- Directed e-commerce digital strategy using BI tools and SQL, resulting in a 12% increase in online bookings within six months.

-Owner of scope, backlogs and keeping also includes scope and managing the roadmap.
- Developed training programs that improved CSR onboarding time by 30%.
- Mentored over 300 Customer Service Representatives on best practices and tools.

-Responsible for of the roadmap which included scope management

## Charter Communications | Business and Product Manager

02/2022 – 12/2022

- Created a business plan that contributed to a $2.5M investment proposal.
- Conducted over 50 customer interviews, identifying 3 key market trends that informed product pivots.

-Owner of scope, backlogs and keeping also includes scope and managing the roadmap.
- Proposed growth strategies projected to increase hospitality segment revenue by 22% using Tableau and Excel.

## Charles Schwab | Senior Project Owner

05/2019 – 02/2022

- Led SDLC workstreams and reverse engineered applications to boost system performance and reduce downtime.
- Improved customer satisfaction scores by 18% post-Salesforce integration.
- Delivered a $3.5M transformation project 2 months ahead of schedule using SAFe.
- Managed cloud-based architecture redesign and milestone tracking using Jira and Confluence.

-Product Ownership of Agile/SAFe Experience and road mapping

## Royal Caribbean | Senior Project Owner and Project Manager, AI

08/2018 – 03/2020

- Launched an AI chatbot that automated 60% of Tier 1 support, saving $1.2M annually.
- Reduced average call times by 45% through digital transformation.
- Led digital campaigns that increased cruise package bookings by 20% YoY.

-Product Ownership of Agile/SAFe plus responsible road mapping including Miro
- Created strategic documentation and BI reports to support future AI initiatives.

-Strong Agile and SAFe experiences, backlog management and user story Creation

## TELIT IoT Platforms | Senior Product and Business Manager

02/2016 – 03/2017

- Managed 7 IoT programs with a combined $4M budget, achieving 95% on-time delivery.
- Introduced Salesforce and cloud platforms to clients.
- Led Agile-based integration solutions through proof-of-concept and deployment.

-Owned and maintained product design roadmaps aligned with business goals.

## Systemax | Senior Project and Program Manager

03/2009 – 04/2013

- Executed Microsoft Volume Licensing strategy, increasing sales from $300K to $1.2M in 7 months. A dedicated usage of Miro not just for product management but also the Miro-style for visualization.
- Boosted online engagement by 40% through strategic e-commerce campaigns.
- Trained over 500 CSRs on licensing benefits and subscription models.

## Microsoft | Senior Product Manager

07/2006 – 04/2009

- Led UX improvements for Office for Mac, increasing satisfaction by 45%.
- Owned product backlog, bug bashing and user stories for engineering and marketing teams.

-Key Product owner that owned road mapping and kept the product in scope.

-Dogfooding every day, kept up the backlog with Agile.
- Founded customer business council to integrate user feedback into product development.
- Recognized as SME and key contributor for Messenger and Office for Mac.

## Motorola Martech | Product Owner

04/2000 – 06/2006

- Completed Green Belt training, saving $2M in warranty costs.

-Responsible for both road maps for handsets and Bluetooth devices.
- Delivered customer insights that reduced warranty losses by 15%.
- Co-founded Women’s Business Council, increasing patent submissions by 40%.

# Education & Certifications

Bachelor of Science in Molecular Biology, Loyola University Chicago
Project Management Professional (PMP), Credential ID: 3787003, Mar 2024 – Mar 2027
Microsoft Volume Licensing Specialist, Credential ID: 7275807