

# Kimberly Villalobos

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## Work Experience

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### Thoughtworks Inc.

Remote

Senior Product Manager

March 2019 - August 2025

Owned product strategy and delivery across enterprise clients, leading cross-functional teams to launch new products, modernize platforms, and streamline complex workflows across healthcare, government, retail, and marketplace industries.

- Led discovery and launch of a 0-to-1 nationwide referral platform for 500+ senior care advisors, reducing consultation-to-referral time by 29% (24 to 17 minutes) and helping families connect with care communities faster
- Designed a statewide behavioral health experience connecting six agencies with fragmented workflows, achieving a 70% case resolution rate for more than 400 families during the pilot
- Reduced buyer payment friction by leading product strategy for a modernized payments experience on a global B2B auction marketplace, enabling \$338M+ in U.S. transaction volume
- Improved product delivery by leading adoption of a shared front-end component library across 10+ engineering teams, standardizing 30+ components and accelerating customer-facing feature development
- Launched a cross-platform watch-list experience that enabled auction buyers to save inventory, return to listings, and engage more frequently throughout the purchasing journey

### San Francisco International Airport (SFO)

San Francisco, CA

Product Manager

June 2013 - February 2019

Led the modernization and development of products to support operations at one of the busiest airports in the U.S.

- Led 0-to-1 development of TaxiVQ, a patented mobile virtual queue system that reduced driver wait times by 89% (90 to 10 min) and doubled daily trip volume for 2,000+ taxi drivers (U.S. Patent US-12452625-B2)
- Redesigned the UI/UX of San Francisco's online donation pledge form, resulting in a 13% increase in donations (\$1.4M total) for the 2018 Combined Charities Campaign
- Launched a digital procurement platform that reduced RFP processing time by 40% and vendor costs by 50%
- Designed a payments-enabled permitting system that reduced processing time by 80% and enabled real-time issuance for commercial operators
- Developed a mobile enforcement app for Transportation Network Company (TNC) compliance, helping recover \$360K in violation fees in the first year

## Skills

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Roadmap Development · Cross-functional Leadership · Stakeholder Management · User Research and Discovery · Metrics Definition and KPI Development · A/B Testing · Go-to-Market Planning · Data Analysis · IT Service Management · REST APIs · SQL · Agile/Scrum · UI/UX Prototyping · Observability & Monitoring

## Certifications

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Generative AI Leader | Google Cloud | Expires: August 2028

## Education

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### San Francisco State University

Bachelor of Science | Business Administration, Information Systems