

KELLY THOMPSON

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DIRECTOR, DIGITAL HEALTH PRODUCT MANAGER & CLINICAL TRANSFORMATION

Premier respected authority over data infrastructure, AI products, people, processes, and technology while utilizing lean, agile tools, techniques, and methods to identify market gaps and align end-user needs for clinical transformation and adoption. Impressive 20-year record of demonstrated thought leadership and financial acumen, handling multimillion-dollar business case models with long-term, detailed strategy & roadmaps, and visibility for future executive dispositioning.

Core Proficiency Highlights

- Certifications in Agile Principles & Scrum Product Ownership and Scrum Masters (CSPO, CSMS)
- Led a data transformation initiative to champion and position a data-first strategy to foster trusted and scalable AI capabilities, driving teams from blue-sky ideation to production delivery and rollout.
- Drove the delivery of a predictive model framework to provide financial insights and input into \$100 million+ investment proposals.
- Led cross team collaboration across D&A to define the vision and strategy to modernize the data infrastructure, while establishing a structure to manage and build AI products with a focus on scalability across the organization.
- Patent-Pending: New In-Flight Product Customer Communication Tool
- Reimagined and Implemented New Product Design & Technology Vision for H&R Block
- Led expansion strategy for care models outside traditional hospital settings, supporting digital health transformation, patient access, and scalable care delivery innovation.
- Contributed to the growth of State Revenue by 35% in 1 year to \$85M DIY portfolio
- Saved Fortune 500 company \$2.4M by identifying gaps within the web-based product

KEY STRENGTHS

- Career development coach and leader
- Healthcare Industry
- Clinical Transformation & Adoption
- Data Transformation & Conversion
- Agile Enterprise Leadership
- Adaptive Roadmaps
- Operations Standardization
- Technology Integration
- Product & Project Management
- Data Analytics & Machine Learning
- AI Tooling for acceleration
- Onboarding & Education
- Corporate Governance
- Financial Industry
- Tactical Solutions
- User Experience Design
- Organization Transformation
- Cross Team Collaboration

PROFESSIONAL EXPERIENCE

Mayo Clinic, Rochester, MN

2024–Present

Director of Data Infrastructure & AI Product Management (CDH)

Established and developed multiple teams to lead the data-first CDH data infrastructure principals to ensure trusted, secure, and reusable data to accelerate scalability in advanced analytics and AI methodologies.

Key Projects & Achievements:

- Established and led six enterprise teams delivering reusable data products and AI enabling capabilities to support scalable digital health, patient facing experiences, and clinical transformation across Mayo Clinic.
- Hand-picked and established teams to focus on data integrity for internal and patient facing product experiences.
- Trusted source for data integrity and data architecture to ensure tool and platform continuity
- Led a GenAI effort to reimagine patient scheduling and placement to establish a strong digital infrastructure for future modeling with a focus on reducing intake friction and cognitive burden for scheduling staff.
- Establish/facilitate strong governance and stewardship best practices to ensure data integrity to build data assets, focusing on reusability and scalability for advanced analytics and AI initiatives.
- Partnered with senior leaders to evaluate product investments, resource capacity, and portfolio priorities, improving visibility into funding, staffing and roadmap tradeoffs.

Mayo Clinic, Rochester, MN

2023–2024

Director of Product Management (CDH – AI Enablement)

Championed and led redesign and visioning activities to facilitate an agile transformation and promote operational and structural efficiencies across the CDH organization.

Key Projects & Achievements:

- Worked with leadership team to define a combined AI Enablement strategy while facilitating the collaboration of the AI/ML and SaMD groups.
- Working with Senior Leadership on the CDH redesign to help define organizational structure and strategy to focus on scalability of our data foundation.
- Driving strategic recommendations for product advancement and placement.
- Mentoring and assisting with the career development for product managers.
- Subject matter expert for our team's portfolio alignment and product portfolio management processes, tooling, and vision.
- Identified gaps in efficiencies and currently driving the solution for a pilot opportunity within Power Apps to provide a more standardized 'real-time' FTE allocation process to ensure capacity alignment and visibility across the organization.

Principal Product Manager (CDH – AI/ML & Analytics Enablement)

Working with leadership and key stakeholders across the Enterprise to define and establish scope and strategic direction for products and processes delivered from the Analytics and AI/ML organization to contribute to the larger CDH objective to provide best in class patient care and support.

Key Projects & Achievements:

- Quickly established and built relationships, connecting the Analytics and HR teams to key leaders across the organization to socialize and promote the recruitment and staffing application, resulting in a 96% growth in adoption.
- Defining and implementing operational structures for the AI/ML & Analytics Enablement group, establishing standards and processes to increase efficiencies and shorten ‘time-to-market’ implementations.
- Championing the adoption of best practices and standards for portfolio management within the AI/ML group, while collaborating across the organization to drive continuity and transparency for CDH leadership.
- Delivered predictive analytics and financial modeling capabilities used to inform \$400M in infrastructure planning decisions, translating complex clinical capacity data into executive-level investment insights.

Senior Product Manager of Digital Do-It-Yourself (DIY)

Showcase extensive leadership, technical, and business data analysis/discovery aptitude, including implementing DevOps/Agile methods for product management and transformation. Company scope includes supporting 8 million customer tax returns using H&R Block’s digital product portfolio across 4 countries, 3500 employees, and \$2.64B annual revenue.

Key Projects & Achievements:

- Entrusted with driving brand-new vision across state tax experiences with a new product transformative design using latest innovative technology for MVP developed by Omnistudio and OCAP.
- Managed delivery across 16 agile squads and 7 product managers, aligning roadmap priorities, delivery schedules, onboarding, and performance management for large-scale digital product portfolio.
- Create and maintain backlogs using JIRA, Trello, HPALM, ADO, and roadmaps to communicate vision at cross-team planning sessions.
- Reduced point of friction and minimized errors 2.73% by simplifying navigation for 150K state tax users.
- Improved user conversion rate 67% by restructuring entry and exit flow.
- Raised user sentiment and Net Promoter Scores (NPS) 9.3% YoY by upscaling state system architecture.
- Introduced secure APIs for 8M users’ benefit through pre-population of address fields. Researched, obtained budget and approval, fielded third-party vendor integration.

Principal Business Application Analyst

Expert Business System Analyst for a 211-company, 207-employee, \$39M revenue-producing data processing, hosting, and related services corporation. Recruited for 6 years of business leadership driving 2 large-scale, long-term mutual fund conversions.

Key Projects & Achievements:

- Facilitated and participated in cross-function planning sessions every quarter. Leveraged executive project visibility while building and strengthening relationships across functions.
- Converted mutual funds project by integrating their business with company's database. Used as an interface for brokerage firms.
- Played vital roles as Business Analyst, Product Owner and Manager, and Scrum Master to support 2 scrum teams (6 on-shore and 7 off-shore team members).
- Created and maintained business artifacts, company standards, and policies for the Business Analyst job family company wide.

EDUCATION

Bachelor of Arts in Business Management

Park University, Kansas City, Missouri

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Situational Leadership, 2021 • Certified Scrum Product Owner, CSPO, 2019

Pragmatic Marketing, 2017 • Certified Scrum Masters, CSMS, Brain Trust Consulting Group, 2014

Strength Finders, 2000

TECHNOLOGY SKILLS & METHODOLOGIES

EPIC (EHR/HL7/FIHR APIs) • Google/MS Cloud Services • MS Fabric • Gemini (LLM/NLP) • Visual Studio • GitHub • Streamlit • Apigee • Data Libraries • Mayo Clinic Cloud App Factory/AI Factory • Jira • AHA • ADO • Adobe Analytics/Suite • DevOps • BigQuery • MVP • Figma • Invision • Scrum • Kanban • Trello • HPalm • Omnistudio • OCAP • Agile Methodology • Miro • BalsamiQ • PowerBI • Tableau • PowerPoint • Excel

- Patent-Pending: New In-Flight Product Communication Tool

COMMUNITY LEADERSHIP

Missouri CASA Association

- Promoted the educational and charitable mission of the Court Appointed Special Advocates for Children (CASA) organization by creating and presenting Tax 101 webinars for volunteers and youth. Enlighten and instruct on tax preparation procedures and software programs available for filing.

Harvesters Community Food Network

- Avid and passionate contributor/volunteer for Harvesters activities and events to promote and foster food stability within our community.