

KELLY HYMAS

Product Management | Product Strategy | Cross-Functional Delivery

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Bluffdale, Utah

SUMMARY

Product Manager with 8+ years of experience leading cross-functional initiatives, improving complex workflows, and translating business needs into scalable solutions. Most recently led 40+ product and operational initiatives at Solo, including AI-assisted workflows and a major SaaS platform transformation. Experienced taking initiatives from discovery and requirements through implementation, adoption, and continuous improvement while partnering with executives, technical teams, customers, and external providers. MBA with a Project Management emphasis.

EDUCATION

MBA, Project Management emphasis
University of South Carolina Aiken

BS - Communication
Utah Valley University

SKILLS

- Product Management
- Product Strategy
- Product Lifecycle Management
- Project & Program Management
- Requirements Gathering
- Roadmap & Backlog Prioritization
- Market & Customer Research
- Risk & Dependency Management
- Change Management
- Product Analytics
- Client Relationship Management
- AI-Assisted Workflows
- SaaS Platforms
- Agile/Scrum

EXPERIENCE

Product Manager 03/2025 - 08/2026
Solo Remote, UT

- Identified the need to replace Solo's legacy proposal platform, built the business case for a new solution, and led the development of Solo Studio, improving design efficiency by 33%.
- Gathered product requirements through customer discovery conversations, support-team feedback, market research, and internal stakeholder input, translating recurring pain points into product priorities.
- Led 40+ product and operational initiatives from discovery and requirements through prioritization, development, testing, and iteration.
- Drove human-in-the-loop AI initiatives, translating emerging technology capabilities into operational workflows that cut average design time from 12 to 8 minutes.
- Coordinated rollout and adoption of Solo Studio across technical and operational teams, managing release readiness, communicating workflow changes, and supporting training as teams transitioned from the legacy platform.
- Partnered with third-party technology providers to evaluate capabilities, resolve integration issues, and translate external technology into scalable product workflows.
- Assessed product and operational performance data, including workflow efficiency, design times, and user feedback, to identify bottlenecks, measure outcomes, and prioritize product improvements.

Head of Attorney Relations & Legal Operations 03/2021 - 03/2024
Estate Guru Hybrid, UT

- Directed cross-functional operations for an estate-planning software platform, partnering with executives, attorneys, and internal teams to improve service delivery and align business priorities.
- Redesigned and standardized attorney, customer, and internal workflows, contributing to 20% faster settlement and 17% faster legal resolution.
- Coordinated cross-functional initiatives across internal teams and external stakeholders, managing priorities, dependencies, escalations, and process changes from planning through implementation.
- Developed scalable operating procedures, documentation, QA standards, onboarding resources, and escalation frameworks to support consistent execution and organizational change.
- Analyzed workflow performance and recurring operational issues to identify improvement opportunities, recommend changes, and measure outcomes.
- Advised leadership on operational priorities and complex issues affecting attorney relationships, service delivery, and internal performance.

Client Services & Operations 01/2017 - 03/2021
Legacy Legal Plan Provo, UT

- Provided day-to-day people leadership, including training, workload coordination, timecard administration, coaching, and issue resolution.
- Managed complex client engagements and delivery timelines across multiple accounts, coordinating internal teams, priorities, milestones, and client expectations.
- Identified recurring workflow delays and implemented process improvements that shortened average plan-completion time by 16%.
- Resolved escalations and cross-functional dependencies while maintaining service quality across concurrent client matters.

Event & Recruiting Coordinator 02/2013 - 01/2017
Traeger Pellet Grills Salt Lake City, UT

- Organized logistics, budgets, scheduling, and on-site execution for 70+ annual consumer-facing events supporting a \$7M revenue goal.
- Led recruiting and coordination for 150+ field representatives, partnering across teams to manage event execution, brand presence, and client-focused engagement.