

KIMBERLY DUNWOODY MA, Ed.D.

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Parker, Colorado

CORE COMPETENCIES

- Product Vision & Go-to-Market Strategy
- Enterprise AI & Decision-Support Systems
- Knowledge-Graph-Driven Architectures
- Agentic HR Platforms & Workflows
- Behavioral Change & Outcomes Measurement
- P&L Alignment & Business Impact
- Scalable Design Systems & Visual Language
- High-Performance Team Building & Mentorship

VP OF UX & PRODUCT IN HR TECH

Specializing in enterprise AI, knowledge-graph-driven systems, and employee experience design that reduces friction and drives measurable workforce outcomes.

EXECUTIVE SUMMARY

Product Executive and UX leader in HR tech, leading AI-, analytics-, and knowledge-graph-enabled experiences that reduce employee friction, improve decision confidence, and turn complex HR journeys into measurable business outcomes. Deep expertise in directing the vision, taxonomy, and experience strategy for agentic HR platforms spanning recruiting, pre-hire, onboarding, benefits, and total rewards. Proven ability to build shared reasoning models that enable contextual guidance, behavior change, prediction, and closed-loop measurement. Passionate about empowering HR teams and employees to navigate complexity with less friction and greater confidence, while giving business leaders an intelligent, explainable, and scalable way to support their workforce.

PROFESSIONAL EXPERIENCE

Vice President, User Experience & Product Management

BUSINESSOLVER, GREENWOOD VILLAGE, CO | APRIL 2022 – PRESENT

- Led UX and product strategy for an agentic HR platform designed to support HR admins and employees across recruiting, pre-hire, onboarding, benefits, and total rewards.
- Defined a shared taxonomy and knowledge-graph-driven reasoning model that enabled contextual guidance, prediction, workflow orchestration, and measurable closed-loop feedback.
- Transformed product and UX practices by harnessing AI to develop a sophisticated UX research knowledge bot and implement collaborative AI solutions, enhancing the discovery process and driving innovation.
- Integrated behavior-change principles into product design to help HR teams identify barriers, deploy targeted interventions, and measure whether understanding, adoption, and confidence improved over time.
- Built a unified product vision that connected employee experience, HR operations, and analytics into one explainable, scalable design system.

Senior Director, User Experience & Product Strategy

International Business Machines (IBM), Greenwood Village, CO | 2013 – April 2022

- Directed the product strategy and redesign of complex, data-driven workflows for enterprise-grade platforms, directly improving user confidence and customer retention.
- Established and scaled a unified design system that accelerated go-to-market delivery and ensured consistency across disparate global product lines.
- Spearheaded the development of the One Watson analytic platform with a \$1M development budget, connecting providers, payers, and employers via an intelligence layer, and achieved profitability in under 12 months.

- Built and led advanced user research practices, translating customer insights and workflow data into actionable product roadmaps.
- Partnered with cross-functional executive teams to align engineering, product, and sales roadmaps with customer needs, driving product adoption and market growth.

Director, Global Customer Experience & Education

Western Union, Greenwood Village, CO | 2008 – 2013

- Directed the development of customer-centric design strategies for global payment solutions, aligning product execution with core business objectives.
- Led cross-functional initiatives to modernize interfaces, radically improving usability and accessibility for a diverse, international audience.
- Mentored and coached multi-disciplinary teams, fostering a strong culture of product innovation, rapid prototyping, and cross-departmental collaboration.
- Defined and tracked success metrics for usability, adoption, and customer satisfaction, applying data insights to refine product features and accelerate revenue growth.

EDUCATION

Doctor of Education (Ed.D.) in Interdisciplinary Leadership

Creighton University, Omaha, NE

Dissertation: Improving the Employee Experience

Master of Arts (MA) in eLearning Design and Implementation

University of Colorado Denver, Denver, CO

Bachelor of Science (BS) in IS Human Computer Interaction

Metropolitan State University of Denver, Denver, CO

PATENTS & PUBLICATIONS

- Patents: Hold multiple patents in AI-driven process innovation and secure transaction systems.
- Publications: Published extensive research on organizational agility, operational excellence, and user-centered design methodologies.

KEY ACHIEVEMENTS

Strategic Product Vision: Successfully pivoted legacy systems into modern, agentic HR platforms, connecting employee experience with core business operations and analytics.

Frictionless AI Integration: Pioneered the use of copilot experiences and shared reasoning models to guide employees through complex workflows, reducing errors and improving decision-making.

Scalable Enterprise Ecosystems: Built and maintained comprehensive design systems that unified disjointed product suites, accelerated software delivery, and elevated interaction standards across the enterprise.

Outcome-Driven Leadership: Championed continuous, data-informed product development, embedding closed-loop feedback and behavior-change principles into the DNA of product and design teams.