

# Stephen Greet

## Senior Program Manager

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Senior Program Manager with extensive experience building and scaling operations for quickly growing companies. I have a relentless focus on the customer, whether they are internal or external and I drive innovation through the use of data.

## Experience

### Stripe - Senior Program Manager

May 2017 - Present

New York, NY

- Worked to build the scalable infrastructure for the Customer Experience team to analyze the root cause of ticket volume and decrease ticket daily ticket volume by 37%
- Built and executed a data-driven strategy for a start-up and enterprise user segments saving over \$4M in Customer Experience expenses while improving customer satisfaction
- Scoped and executed a large, multi-quarter project to provide customer support specialists with technology, training, and knowledge solutions to improve first response resolution rate by 25% and reduce contact rate by 11%
- Partnered with multiple stakeholders from the operations leadership team and data scientists to build more effective ticket routing saving 1,500 hours of manual work each month

### Battelle - Program Manager

April 2014 - May 2017

New York, NY

- Led the development of an Intellectual Property portfolio to protect novel ideas and generate \$14M in annual revenue
- Acted as the primary point of contact for Customers and implemented a loop to incorporate product data and customer feedback to improve conversion rate by 20%
- Established an entirely novel product line centered around emerging communications technologies for commercial markets and secured contracts with 4 of the Fortune 500
- Allocated and optimized a budget of \$11M annually to develop new products and provide long-term, sustainable impact for customers
- Recruited, hired, and managed a team of 6 project managers and 1 associate program manager

## Education

### University of Pittsburgh - B.S. in Computer Science

September 2010 - April 2014

Pittsburgh, PA

Cumulative GPA: 3.7

## Skills

- SDLC (requirements gathering, user stories, testing)
- ETC, EAC development, resource planning
- Microsoft Excel, Project, Visio
- Agile methodologies
- Jira