Gabi Keane

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University of Pittsburgh | 2019 | B.Phil

Skills

- Divergent thinker and problem solver
- Asana, JIRA, Looker, SQL
- Detail-oriented researcher
- Data analysis

- Customer advocacy in B2B and B2C
- Product incubation and testing support
- Documentation writing
- Empathic leadership

Experience

Product Support Specialist I + II   June 19 - April 21
Associate Lead, Merchant Care   April 21 - April 22
Lead, Merchant Care   April 22 - present
Affirm, Inc

At Affirm, I had the privilege of joining a fledgling merchant support operation as a specialist and growing my career alongside a team of more than 20. I look forward to applying the great skills I learned there in a product role.

- Support and manage a high-growth portfolio of merchants and partners with day-to-day payment, marketing, and loan service
- Collaborate with product managers, marketers, and engineers to see around corners using quantitative data and feedback directly from merchants and consumers
- Advise Product and Engineering teams to mitigate risk and enable smooth product transitions, improvements, and migration efforts
- Prepare operational teams for product launches and enhancements, through documentation, training, and testing
- Communicate product change requirements to merchant technical owners, merchants, and revenue teams
- Coach and grow a fully-remote team of seven people at different career stages, strengths, and levels of technical knowledge
- Manage team projects: issue n-pagers, product change management, process enhancements

Key deliverables

- Product incubation framework - a set of repeatable, hermeneutic circle exercises to help Product Managers and Support teams challenge their assumptions and think together to improve early launch outcomes
- Process, for everything from simple account changes to complex integrations, at every stage of team development. Improved team efficiency by 50% on new omnichannel integrations
- Peer-based quality assurance program, to track and improve agent performance
- Comprehensive training program for new product support agents

Extras

National Endowment for the Humanities - Summer Institute Instructor

A college thesis project became an NEH grant application, and two years later I'm still working on this. My original academic work becomes the sample text for a laboratory digital edition in this two-week summer course for humanities academics. Hats worn include: project manager, Kanban nanny, Git instructor, lead developer, ghost story-teller, and sprint namer.