Kai Green

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Target Field: Product Management

PROFILE

Program Manager with experience delivering measurable outcomes in Product Management. Strong in execution, clear communication, and building systems that scale. Comfortable owning work end-to-end and collaborating across teams.

EDUCATION

University of Texas at Austin   Portland, OR
B.B.A. Management   2019 — 2023

- Dean's List (2 semesters); Coursework: Statistics, Databases, Strategy

EXPERIENCE

Program Manager — Sprout Marketplace
Boston, MA | Sep 2023 — Present
- Delivered a cross-functional initiative; improved a key metric by 18% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 30%.
- Standardized processes and documentation; cut manual effort by 45% and improved consistency.
- Partnered with stakeholders to define requirements, align on scope, and deliver on schedule.

Product Operations Specialist — Keystone Mobile
Atlanta, GA | Jul 2021 — May 2023
- Launched a cross-functional initiative; improved a key metric by 22% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 30%.
- Standardized processes and documentation; cut manual effort by 55% and improved consistency.

Intern — Orbit Payments
Nashville, TN | Jun 2019 — Jun 2021
- Launched a cross-functional initiative; improved a key metric by 12% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 30%.
- Standardized processes and documentation; cut manual effort by 55% and improved consistency.

PROJECTS

Pricing & Packaging
- Analyzed competitors and interviewed customers; proposed updated tiers and packaging.
- Partnered with finance on revenue impact models and rollout strategy.
- Presented results to stakeholders and documented next steps.

Onboarding Revamp
- Led onboarding improvements; defined success metrics and coordinated delivery.
- Instrumented funnel and iterated based on qualitative + quantitative feedback.
- Presented results to stakeholders and documented next steps.

Support Deflection
- Launched in-product guidance and help center improvements to reduce tickets.
- Built dashboard and review cadence with support leadership.
- Presented results to stakeholders and documented next steps.

SKILLS

Skills: SQL basics, A/B testing, User research, Stakeholder management, PRDs, Jira, Figma, Roadmapping, Go-to-market, Analytics

Certifications: Google Project Management, Product Analytics Foundations, CSPO (In Progress)