

# Kim Inouye

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## PRODUCT & OPERATIONS LEADER

Operations leader driving AI transformation, operational excellence, and o→1 function building across high-growth tech companies (PayPal, Etsy). Expert in scaling product development systems, breaking down cross-functional silos, and establishing operational frameworks for 300+ person organizations. Proven AI transformation leader: 60% efficiency gains through AI automation, enterprise governance frameworks. Experience: \$50M+ budget management, global operations (NA, EMEA, APAC).

## SKILLS

Product Operations • Program Management • AI Transformation • Strategic Planning • Cross-Functional Leadership • Process Optimization • OKR Frameworks

## EXPERIENCE

### **PayPal, Chicago — Sr Staff Program Manager, Agentic Commerce, Payments, Subscriptions, Global Design**

2024-Present

Pioneered enterprise AI transformation and operational excellence across product development lifecycle for global organization spanning commerce, payments, and subscriptions. Led strategic initiatives establishing governance frameworks, driving productivity tool adoption, and optimizing workflows through AI-powered automation.

#### AI Transformation & Enterprise Adoption:

- **Designed and implemented intake processes and systems of workflows in Asana, integrating with Slack, Confluence, and Jira**
- **Drove the business case, budget and approvals for Figma to an enterprise plan improving, security, compliance, and admin**
- **Developed business case and influenced ai general council to enable Figma Make collaborating with leaders across risk and compliance**
- **Reduced operational overhead through AI-powered workflow automation (ChatGPT, Claude, GitHub Copilot, Replit), reducing meetings, streamlining legal reviews, and administrative processes**
- **Improved team velocity 40% by optimizing content design workflows, establishing AI-enabled productivity tools across the product development lifecycle**
- **Pioneered enterprise AI adoption across 300+ employees, establishing best practices and governance frameworks for responsible AI use**

## Key Qualifications

**Operations at Scale:** Large enterprise (300+ employees, \$50M+ budget) • Built o→1 operations function during hypergrowth • P&L management (\$14M revenue)

**AI & Process Optimization:** 60% efficiency gain through AI automation • Enterprise AI adoption and governance

**Strategic Leadership:** Annual planning and OKR frameworks • Executive facilitation (12 VPs/Directors)

**Cross-Functional Mastery:** Highly matrixed stakeholder alignment • Global operations (NA, EMEA, APAC, LATAM) • Product, engineering, design, executive coordination

## Technical Skills

## Global Cross-Functional Leadership:

- **Onboarded the Global Design team (300+)** onto Asana as the primary system of record for all work management
- **Led global cross-functional program execution** across product, design, content, and research across three continents
- **Drove strategic adoption** of operational efficiency tools and frameworks across Product Development Lifecycle
- **Facilitated executive stakeholder alignment** in ambiguous, high-stakes environments across multiple business units

**AI & Automation:** ChatGPT •

Claude • GitHub Copilot • Process Automation • AI Governance • Workflow Optimization

**Operations:** Strategic Planning •

OKR Frameworks • Resource Allocation • Budget Management • Product Development Lifecycle • Operational Metrics

**Tools:** Jira • Confluence • Asana •

Airtable • Figma • Tableau • Miro

**Methodologies:** Agile • Design

Thinking • Process Optimization • Systems Thinking • Data-Driven Decision Making

## Education

**Maryland Institute College of Art**

– MA, Data Visualization

**University of IL at Chicago** – BS,

Mathematics

## PayPal, Chicago — *Chief of Staff, Global Design*

2022 - 2024

Strategic operations leader for a 300+ person global design organization including product design, content design, user research, design systems, product inclusion and product enablement across three continents.

- **Facilitated executive team** of 12 VPs/Directors in strategic planning and resource allocation (\$50M+ budget)
- **Drove annual planning process:** OKR development, capacity planning, roadmap development for the global org
- **Scaled operations for 40% growth** (200→300 employees) while improving team engagement 25%

## Etsy, Brooklyn — *Head of Design Operations*

2020 - 2022

Built a foundation for design operations 0→1 during hypergrowth, establishing strategic planning and operational infrastructure.

- **Built operations function from zero** for rapidly scaling organization (30→100+ employees)
- **Developed OKR framework** adopted company-wide, improving goal clarity and alignment
- **Improved team engagement 72%→89%** through operational frameworks and cultural programming

## FLOR INC, Chicago — *Product Director, Instore & Online Experiences*

2015-2017

- **Owned \$14M P&L**, full revenue and operational accountability
- **Increased conversion rate 120%** through UI/UX, and merchandising optimization
- **Led product, design, and engineering teams** in development of innovative design tools online & instore
- **Drove the end-to-end redesign** of design system, FLOR.com
- **Developed the CRM system** and increased acquisition 2X