

JASON GREEN

TheJasonKGreen@gmail.com | 705-718-3178 | Barrie, ON
linkedin.com/in/jasonkirbygreen | github.com/CrowdTypical | jasongreen.biz

SUMMARY

Product and operations leader with 10+ years managing teams across SaaS and ecommerce. Built Shopify's support experimentation practice from the ground up as the founding Data lead — work that directly contributed to \$34M+ in revenue impact. I solve problems with data (SQL, BigQuery, Looker Studio) and build tools and processes that help teams move faster.

SKILLS

Data & Analytics: SQL, Google BigQuery, Google Looker Studio, Data Visualization, A/B Experimentation Design

Automation & Tooling: Google App Script, Appsheet, Workflow Automation, AI Integration, Process Mapping

Strategy & Operations: KPI Development, Process Optimization, Program Management, Stakeholder Enablement

Leadership: Team Coaching (25+ direct reports), Product Launch Coordination, Vendor Management, Resource Development

EXPERIENCE

Sr. Experimentation Solutions Manager | Shopify | Jan 2023 – Mar 2025

- Set up technical standards, documentation, and dashboard templates, most of which are still in use
- Owned PM and data responsibilities. Worked with 4 product teams, 3 data teams, and 5 operations teams on a regular basis
- Made 20+ Looker Studio dashboards used by over 1,000 users from support leads up to VPs, mostly for tracking live experiments and weekly check-ins
- Handled ad hoc data requests in SQL and BigQuery when teams needed quick answers (20+ over my time there)
- One experiment around merchant migration kept \$24M+ in GMV from being lost during a platform transition
- The experimentation work led to the launch of Shopify Growth Advisors, a program expected to generate ~\$10M in net revenue
- Put together the frameworks the team used to decide what to test, combining qualitative research with quantitative data

Product Support Network Specialist | Shopify | 2021 – 2023

- Led the Checkout Migration support initiative. Coordinated 15+ product teams (managed 5 directly) so 50,000+ Plus merchants had a smooth migration. These merchants represented \$200B+ in annual GMV
- Handled 2 major mission launches (Checkout Migration, Shopify B2B) and 30+ individual product launches
- Created support resources and tooling used by 1,500+ internal agents, also accessible to over 1M Shopify merchants
- Pulled reporting together from multiple data sources so support, ops, and product leadership could stay aligned without chasing people for updates
- Provided ongoing product research and launch insights to Product Leadership and PMs

Support Advisor | Shopify | 2020 – 2021

- Mentored 7+ colleagues. 3 went on to become Team Leads or Support Leads, 2 moved into Knowledge Management and Analyst roles
- Consistently among the top performers on the team for resolution and satisfaction scores
- Ran process improvement initiatives and helped newer colleagues ramp up through shadowing and 1:1s

Part Support Coordinator | Napoleon Appliance Company | 2019 – 2020

- Pulled together data from multiple departments to produce the annual replacement parts catalog. 7,000+ parts, 140+ product lines
- Made one-click approval workflows that saved leadership ~5+ hours a day
- Documented the full CAD design workflow with process maps and training materials so new hires could produce consistent work

Product Advisor | Napoleon Appliance Company | 2017 – 2019

- Created internal tools that cut a 15-minute per-case workflow down to about 20 seconds. Order accuracy went up ~65% and RMA/return errors dropped significantly
- Handled the highest volume of warranty claims on the team, across live chat, phone, and email
- Helped close the gap between our QA team, support org, and the manufacturing team in Guangzhou. Made it easier to flag quality issues and reach faster resolution

Program Coordinator | Transcom North America | 2017

- Delivered 5+ recurring client reports, including weekly and quarterly business summaries for executive review
- Created live reporting documentation for vendor management AINWKEVWKNERVKN
- Put together repeatable KPI processes for an operation with 700+ support employees and 15+ leaders

Team Leader | Transcom North America | 2015 – 2017

- Had the largest team in the org, ~20 agents (double the standard size). We hit our performance targets while I focused on developing people for their next roles
 - Cut attendance issues by 20% through coaching, schedule adjustments, and knowing when to make tough calls
 - Ran daily feedback sessions with 25 agents focused on live interaction quality
 - Tracked attendance and KPI data to spot trends and give leadership context for decisions
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EDUCATION

Call Center Management | Transcom North America | 2016 Business Management, Revenue Model Structures, Employee Development, Leadership Development, KPI Development and Attainment